



TECHNICAL UNIVERSITY OF MOMBASA

SCHOOL OF HUMANITIES AND SOCIAL SCIENCES

DEPARTMENT OF HOSPITALITY & TOURISM

UNIVERSITY EXAMINATION FOR:

DIPLOMA IN CATERING AND ACCOMODATION MANAGEMENT /

DIPLOMA TOURISM MANAGEMENT/DIPLOMA IN HOTEL AND

INSTITUTIONAL MANAGEMENT

BMG 2102/PRINCIPLES AND PRACTICE OF MANAGEMENT

END OF SEMESTER EXAMINATION

SERIES: AUGUST2019

TIME: 2HOURS

DATE: Pick DateAug2019

Instructions to Candidates

You should have the following for this examination

-Answer Booklet, examination pass and student ID

This paper consists of **FIVE** questions. Attemptany **THREE** questions.

Do not write on the question paper.

Question ONE

- (a) Briefly explain the fourteen principles of Management according to Henry Fayol (14 Marks)
- b) Briefly explain five characteristics of an innovative culture (10 Marks)
- (c) Describe the following management functions (6 Marks)

- I. Planning
- II. Organizing
- III. Coordinating

Question TWO

- (a) Explain the three levels of management and briefly discuss any three tasks carried out at each level (12 Marks)

- (b) Examine four skills necessary for managers as they carry out their day to day duties (8 Marks)

Question THREE

- (a) Discuss any Five current issues/trends affecting today's Business operations in Kenya (10 Marks)

- (b) Determine any Five characteristics / Nature of management (10 Marks)

QUESTION FOUR

- (a) Explain the term Universality of Management to anyone who is not a manager to understand (5 Marks)

- (b) Is Management an art or a science; Give five reasons as to why Management is an art and Five reasons as to why it is a science (10 Marks)

- (c) Differentiate between the terms "Management" and "Administration" (5 Marks)

Question FIVE

- (a) Highlight Six roles of a Manager (6 Marks)

- (b) Describe three styles of leadership (6 Marks)

- (c) Explain any Four types of power exercised by managers as they carry out their functions (8 Marks)