



TECHNICAL UNIVERSITY OF MOMBASA

SCHOOL OF BUSINESS
DEPARTMENT OF BUSINESS ADMINISTRATION
UNIVERSITY EXAMINATION FOR:
DIPLOMA IN HUMAN RESOURCE MANAGEMENT
DIPLOMA IN BUSINESS MANAGEMENT
BMG2203: THEORY 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. Attempt question ONE (Compulsory) and any other TWO questions.

Do not write on the question paper.

Question ONE

- Distinguish between leadership and management.(10 Marks)
- Organizations undergo changes all the time. Explain five ways where employees would resist such changes?(10 Marks)
- Explain five ways to overcome resistance to change by the organisation?(10 Marks)

Question TWO

- What is conflict?(4 Marks)
- State two strategies for resolving interpersonal conflict.(6 Marks)
- Explain the advantages and disadvantages of each strategy? (10 Marks)

Question THREE

- Explain the internal environment of management.(10 Marks)
- What are the five actions that managers can undertake to make communication more effective?
(10 Marks)

Question FOUR

- Distinguish between Centralization and Decentralization?(10 Marks)

b) What are five advantages of decentralization?(10 Marks)

Question FIVE

a) Distinguish between Power and Authority? (8 Marks)

b) State and discuss four basis of power for those in positions of authority in organizations. (12 Marks)