



TECHNICAL UNIVERSITY OF MOMBASA

School of Business

Department of Business Administration

UNIVERSITY EXAMINATION FOR:

BACHELOR OF BUSINESS ADMINISTRATION; BACHELOR OF COMMERCE; BACHELOR OF INFORMATION TECHNOLOGY; BACHELOR OF INFORMATION SCIENCES; BACHELOR OF ARCHITECTURE

BMG 4101/BMG4102/ EAR4404/4303: PRINCIPLES OF MANAGEMENT

END OF SEMESTER EXAMINATION

SERIES: DECEMBER 2024

TIME:2HOURS

DATE:Pick DateDec2024

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

- a) Elucidate on Three managerial roles as identified by Henry Mintzberg. Clearly explain how each is subdivided. (10 marks)
- b) Discuss five basic management skills and explain the major sources of these skills. Do managers at all levels require these skills? Explain giving examples. (10 marks)
- c) Max Weber believed that any goal-oriented organization consisted of thousands of individuals and as such there was need to carefully regulate and control their activities. Discuss Five characteristics of a bureaucratic organization. (10 marks)

Question TWO

- a) Discuss key elements of the human relations approach. (10 marks)
- b) The managerial function of staffing involves manning the organization structure through proper and effective selection of personnel. Discuss major steps in the staffing process.

marks)

Question THREE

- a) Managers think through their goals and actions in advance, that their actions are based on some method, plan or logic, rather than on a hunch. Discuss what are the main Features of Planning function of management? (10 marks)
- b) Explain three major ways of classifying managers in an organization. (10 marks)

Question FOUR

- a) The control function is concerned with ensuring that the actions of the organization members do move the organization towards its stated goals. Discuss the qualities of an effective control system. (10 marks)
- b) Elucidate factors that influence the span of control in the organizing function. (10 marks)

Question FIVE

- a) Different problems require different types of decisions. These range from routine or programmed decisions to those decisions of a specific or noncurrent (once-off) nature also called non-programmed decisions. Discuss Four types of decisions a manager may make in an organization. (10 marks)
- b) A manager has to perform interrelated functions in the process of managing an organisation which is a system made up of different interlinked and interdependent subsystems. Explain Five techniques of coordination. (10 marks)