



TECHNICAL UNIVERSITY OF MOMBASA

Faculty of Business & Social Studies

DEPARTMENT OF HOSPITALITY & TOURISM

DIPLOMA IN HOTEL MANAGEMENT

(DHM J12)

PRINCIPLES & PRACTICE OF MANAGEMENT I

END OF SEMESTER EXAMINATIONS

SERIES: APRIL 2013

TIME: 2 HOURS

INSTRUCTIONS:

- This paper consists of Sections **A** and **B**.
- Section **A** is **Compulsory**. Answer any **TWO** questions in Section **B**.
- Mobile phones are not allowed into the examination room.
- Cheating leads to disqualification.
- ***This paper consists of Two printed pages.***

SECTION A (Compulsory) 30 Marks

QUESTION 1

- a) Discuss **THREE** management theories. **(20 marks)**
- b) Explain the contribution of behavioural management theory to modern management practice. **(10 marks)**

SECTION B (Answer any TWO questions) 40 Marks

QUESTION 2

- a) Discuss the **FIVE** principles of planning. **(10 marks)**
- b) What are the advantages of strategic planning in an organisation. **(10 marks)**

QUESTION 3

Describe ways in which the **FIVE** principles of management enhance productivity in an organisation. **(20 marks)**

QUESTION 4

The ideas and concepts of management thought as conceptualized by Max Weber came to be known as a bureaucratic system.

Discuss Weber's propositions and discuss their applicability in today's organizations. **(20 marks)**

QUESTION 5

Decision making is a part of managements activities. Outline the steps used in decision making process. **(20 marks)**