



# TECHNICAL UNIVERSITY OF MOMBASA

*Faculty of ENGINEERING & TECHNOLOGY*

DEPARTMENT OF ELECTRICAL & ELECTRONICS

UNIVERSITY EXAMINATIONS FOR DEGREE IN  
BACHELOR OF BUSINESS ADMINISTRATION

## HRD 2104: MANAGEMENT

END OF SEMESTER EXAMINATIONS

**SERIES:** AUGUST 2013

**TIME:** 2 HOURS

### **INSTRUCTIONS:**

– Answer Question **ONE (Compulsory)** and any other **TWO** questions.

***This paper consists of Two printed pages***

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### QUESTION 1 (Compulsory)

- According to Harold Koontz, management is the art of getting things done through and with the people in formally organized groups. Explain seven characteristics or nature of management. (14marks)
- Most organizations have three management levels which resemble a pyramid. Discuss these management levels. (6marks)
- Explain five differences between leadership & management. (10marks)

### QUESTION 2

- Explain six main objectives of management. (12marks)
- Explain the four features of a business environment (8marks)

### QUESTION 3

- a) Max weber contributed the theory of beauracracy to the management thought. Explain the five characteristics of bearacratc organization. (10marks)
- b) A good leader in an organization can use different things motivate his employees, considering that employees needs are different. According to AbrahamMaslow's Hierachy of needs, discuss what a good leader would use to motivate the employees. (10marks)

### QUESTION 4

- a) Explain five basic principles laid down by the classical school. (10marks)
- b) Discuss five qualities of a successful manager. (10marks)

### QUESTION 5

Discuss the external environment of a business. (20marks)