



THE MOMBASA POLYTECHNIC UNIVERSITY COLLEGE

((A Constituent College of JKUAT)

(A Centre of Excellence)

Faculty of Engineering & Technology

DEPARTMENT OF COMPUTER SCIENCE & INFORMATION TECHNOLOGY

DIPLOMA IN INFORMATION COMMUNICATION TECHNOLOGY

DIPLOMA IN INFORMATION TECHNOLOGY

(DICT 2K 10J/DIT 2K 10J)

EIT 2305: PRINCIPLES OF MANAGEMENT II

END OF SEMESTER EXAMINATION

SERIES: AUGUST 2012

TIME: 2 HOURS

Instructions to Candidates:

You should have the following for this examination

- *Answer Booklet*

This paper consist of **FIVE** questions in **TWO** sections A & B

Answer question **ONE (COMPULSORY)** and any other **TWO** questions
Maximum marks for each part of a question are as shown

This paper consists of **TWO** printed pages

SECTION A (COMPULSORY)

Question One (30 marks)

- a) Define Administrative Management. **(2 marks)**
- b) Distinguish between Administration and Management. **(18 marks)**
- c) Discuss the Principles or Essential of effective communication. **(10 marks)**

SECTION B (Answer Any Two Questions)

Question Two (20 marks)

One of the classic studies into work of managers was conducted by Mintzberg in 1980. Discuss the roles of managers as identified by Mintzberg. **(20 marks)**

Question Three (20 marks)

Critically discuss the MACRO forces influencing the “Operating Arena” **(20 marks)**

Question Four (20 marks)

Discuss the various types of business organizations briefly stating their nature. **(20 marks)**

Question Five (20 marks)

- a) Define the term Motivation as used in Management. **(2 marks)**
- b) Distinguish between the following Motivational Concepts:
 - i) Intrinsic Motivation
 - ii) Extrinsic Motivation **(4 marks)**
- c) Differentiate between Leadership and Management. **(4 marks)**
- d) Outline the qualities of a good manager. **(5 marks)**
- e) Describe **FIVE** types of leadership styles. **(5 marks)**