



THE TECHNICAL UNIVERSITY OF MOMBASA

Faculty of Engineering & Technology

DEPARTMENT OF COMPUTER SCIENCE & INFORMATION TECHNOLOGY

DIPLOMA IN INFORMATION TECHNOLOGY
(DIT 10M)

ECS 2312: PRINCIPLES & PRACTICE OF MANAGEMENT II

SPECIAL/SUPPLEMENTARY EXAMINATION
SERIES: FEBRUARY 2013
TIME: 2 HOURS

Instructions to Candidates:

You should have the following for this examination

- *Answer Booklet*

This paper consist of **FIVE** questions

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

Question One (Compulsory)

One of the functions of management of crucial importance is directing functions which if done poorly will affect all other functions adversely. The efficiency and effectiveness of any organization depends on how it is lead.

- a) Explain briefly what you understand by the term directing and highlight **FOUR** of its principles. **(10 marks)**
- b) Briefly describe any **FIVE** techniques managers can use to forecast future trends and events. **(10 marks)**
- c) Leadership or directing includes motivating employees to secure their willingness to perform. Explain **FIVE** factors that emphasize the importance or necessity of motivation. **(10 marks)**

Question Two

- a) Describe the stages in group development outlining the salient features that are characteristic for each stage. **(10 marks)**
- b) Describe a matrix structure and outline its merits. **(5 marks)**

Question Three

- a) Some organizations are managed through committees. Describe a committee and highlight its importance. **(5 marks)**
- b) Explain briefly why management development is important outlining any **FIVE** factors emphasizing that fact. **(10 marks)**

Question Four

- a) Briefly describe the control process and why it is an important management function. **(8 marks)**
- b) Define job analysis and highlight its scope/uses in the organization. **(8 marks)**

Question Five

- a) Describe the various factors forming the internal environment of the organization which are under the control of management. **(5 marks)**
- b) Is management a science or an occupation? Discuss the statement outlining the qualifying factors. **(10 marks)**