



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
(DICT10A/DICT 11M/DIT 2K11M)**

BBM 2227: PRINCIPLES & PRACTICE OF MANAGEMENT I

END OF SEMESTER EXAMINATION

SERIES: DECEMBER 2012

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)

- a) A plan is a very important tool of management process but it has a lot of limitations. Explain **FIVE** such limitations of planning to organizations. **(10 marks)**
- b) Henri Fayol thought that organization would be managed effectively if the followed certain principles. Explain any **FIVE** such principles of management proposed by Henri Fayol. **(10 marks)**
- c) Define the term induction and explain by outlining **FOUR** factors stressing its objective. **(10 marks)**

Question Two

- a) Describe the controlling process and briefly explain the **THREE** types of control approaches/methods used by management. **(10 marks)**
- b) Explain **FIVE** factors stressing the importance of maintaining personnel records. **(5 marks)**

Question Three

- a) Explain **FIVE** strategies in the process of organizing. **(5 marks)**
- b) Define consumer behavior and highlight any **FOUR** internal factors that influence that behavior. **(10 marks)**

Question Four

- a) Describe briefly what you understand by purchasing and supplies management outlining any **FOUR** of its main concerns. **(10 marks)**
- b) Define an organization and outline **FIVE** main components which are common in all organizations without which there is no organization. **(5 marks)**

Question Five

- a) Briefly describe the functions anybody presumed to be a manager would be performing in one time or another. **(8 marks)**
- b) Write short notes on the following:
 - (i) Coordination
 - (ii) Departmentation
 - (iii) A managerial problem
 - (iv) A role**(7 marks)**