



THE MOMBASA POLYTECHNIC UNIVERSITY COLLEGE

Faculty of Business & Social Studies

DEPARTMENT OF HOSPITALITY & TOURISM

DIPLOMA IN TOURISM MANAGEMENT

(DTM J08)

PRINCIPLES AND PRACTICE OF MANAGEMENT

END OF SEMESTER EXAMS

SERIES: APRIL/MAY 2010

TIME: 2 HOURS

INSTRUCTIONS TO CANDIDATES

1. The paper consists of **TWO** Sections **A** and **B**.
2. Section **A** is compulsory. Answer **ALL** questions.
3. Answer any **TWO** questions from Section **B**.

SECTION A (Answer **ALL** questions)

- Q.1 Highlight **TEN** principles of management as proposed by Henry Fayol. (10 marks)
- Q.2 Explain the different types of departmentations to organizations. (10 marks)
- Q.3 Discuss reasons why people fail in planning. (10 marks)

SECTION B

Answer any **TWO** questions from this Section.

- Q.4 Explain the advantages of scientific management as propounded by Fredrick Taylor. (20 marks)
- Q.5 (a) Discuss **FIVE** basis of power. (10 marks)
- (b) Identify the qualities of a manager. (10 marks)
- Q.6 Discuss the disadvantages of management by committees. (20 marks)
- Q.7 Explain different ways to make planning effective in organization. (20 marks)