



THE MOMBASA POLYTECHNIC UNIVERSITY COLLEGE

Faculty of Business & Social Studies

DEPARTMENT OF HOSPITALITY & TOURISM

DIPLOMA IN HOTEL MANAGEMENT

(DHM J08)

PRINCIPLES AND PRACTICE OF MANAGEMENT

END OF SEMESTER EXAMS

SERIES: APRIL/MAY 2010

TIME: 2 HOURS

INSTRUCTIONS TO CANDIDATES

This paper consists of **SEVEN** questions.

Answer any **FIVE** questions.

- Q.1 (a) Explain **FIVE** drawbacks of Scientific Management approach in managing modern organization. (10 marks)
- (b) Explain **FIVE** benefit an organization may draw from planning. (10 marks)
- Q.2 (a) Highlight **FIVE** factors that may affect the quality of decision making. (10 marks)
- (b) Explain the benefits of delegation. (10 marks)
- Q.3 (a) Highlight **FIVE** qualities of a good leader. (10 marks)
- (b) Explain **FIVE** drawbacks of matrix organizational structure. (10 marks)
- Q.4 (a) Explain **FIVE** benefits of using a committee in decision making. (10 marks)
- (b) Explain the benefits that may occur to an organization that offer transport facilities to its staff. (10 marks)
- Q.5 (a) Explain **FIVE** steps that organization need to take to minimize stress. (10 marks)
- (b) Explain **FIVE** benefits an organization may draw from encouraging competition among the employees. (10 marks)
- Q.6 (a) Explain the benefits of geographical organization structure. (10 marks)
- (b) Highlight the major contribution of Eton Mayo to the Principles of management. (10 marks)
- Q.7 (a) Highlight **FIVE** factors that motivate staff.
- (b) Explain **FIVE** benefits of using open office system. (10 marks)