



MACHAKOS UNIVERSITY

University Examinations for 2020/2021 Academic Year

SCHOOL OF BUSINESS AND ECONOMICS

DEPARTMENT OF BUSINESS ADMINISTRATION

FIRST YEAR SPECIAL/ SUPPLEMENTARY EXAMINATION FOR

BACHELOR OF COMMERCE

BBA 102: PRINCIPLES OF MANAGEMENT

DATE: 23/3/2021

TIME: 2.00-4.00 PM

INSTRUCTIONS:

Answer Question ONE and any other TWO Questions.

QUESTION ONE (30 MARKS)

- “Management is a useless activity in organizations”. Discuss your case against this statement”. (10 marks)
- Discuss any five principles of management as advanced by Henri Fayol while clearly showing how they are applicable in modern organizations. (10 marks)
- You are the newly appointed Managing Director of Kigwaragware Chemicals. Your first assignment is to deal with a Board that is divided on whether to spend the company’s hard-earned profits on social responsibility or not. Prepare a paper to convince the board members about the need for social responsibility. (10 marks)

QUESTION TWO (20 MARKS)

- In organizations, effective communication is hindered by various obstacles. Discuss. (10 marks)
- Many organisations are conducting performance appraisal activity on their employees. Discuss why this is so. (10 marks)

QUESTION THREE (20 MARKS)

- a) Centralization and decentralization are normally constrained by a number of factors. Discuss any five of them. (10 marks)
- b) Examine any five guidelines to effective delegation. (10 marks)

QUESTION FOUR (20 MARKS)

- a) Evaluate the importance of Control function in any organization. (10 marks)
- b) Explain any five factors that hinder decision making in organizations (10 marks)

QUESTION FIVE (20 MARKS)

- a) Examine the relevance of Maslow's Theory to Managers. (10 marks)
- b) The general manager of ABC Company approaches you seeking to know bases of departmentation he can use in his organization. Explain to him any five of them. (10 marks)