



MACHAKOS UNIVERSITY

University Examinations for 2019/2020 Academic Year

SCHOOL OF BUSINESS AND ECONOMICS

DEPARTMENT OF BUSINESS ADMINISTRATION

FIRSTYEAR SECOND SEMESTER EXAMINATION FOR

BACHELOR OF SCIENCE (COMMUNITY RESOURCE MANAGEMENT)

BACHELOR OF ARTS (PUBLIC ADMINISTRATION)

BBA 102: PRINCIPLES AND PRACTICES OF MANAGEMENT

DATE: 10/12/2020

TIME: 2:00 – 4:00 PM

INSTRUCTIONS:

Answer Question one and any other two Questions.

QUESTION ONE (COMPULSORY) (30 MARKS)

- a) i. Discuss SEVEN characteristics of Management that aid in proper execution of various operations in an organization. (7 marks)
- ii. Explain FOUR basic management roles that the departmental managers should pose (8 marks)
- b) Explain FIVE of the Principles of Management that can be adopted to guide in general administration of various organizational processes. (10 marks)
- c) Explain FIVE benefits that would accrue to an organization that delegates its duties (5 marks)

QUESTION TWO (20 MARKS)

- a) Fredrick Taylor is known as the father of scientific theory of management. Discuss FIVE contribution to management under the classical theory. (10 marks)
- b) Describe the Organizing process giving relevant illustrations (10 marks)

QUESTION THREE (20 MARKS)

- a) Discuss FIVE benefits and FIVE limitations of management by objectives (MBO) as a style of management. (10 marks)

- b) Explain in FIVE points the significance of the planning function to every manager in an organization. (10 marks)

QUESTION FOUR (20 MARKS)

- a) Discuss FIVE leadership styles that are used by managers in an organization. (10 marks)
- b) Describe using a well labelled diagram the Abrahams Maslow hierarchy of needs theory of motivation. (10 marks)

QUESTION FIVE (20 MARKS)

- a) Explain FIVE quantitative Standards that can be used by an organization to control operations of an organization. (10 marks)
- b) Discuss the significance of performance appraisal of employees to an organization. (10 marks)