MACHAKOS UNIVERSITY

University Examinations for 2016/2017 Academic Year

SCHOOL OF BUSINESS AND ECONOMICS

DEPARTMENT OF BUSINESS ENTREPRENEURSHIP AND MANAGEMENT SCIENCES

SECOND YEAR FIRST SEMESTER EXAMINATION FOR DIPLOMA IN SUPPLY CHAIN MANAGEMENT

PRINCIPLES AND PRACTICE OF MANAGEMENT

DATE: 31/5/2017   TIME: 11:00 – 1:00 PM

INSTRUCTIONS.

Answer Question One and Any Other Two Questions

QUESTION ONE (COMPULSORY) (30 MARKS)

a)   Management is viewed in different forms and thus be regarded as an art. Explain five reasons why management can be termed as an art.   (10 marks)

b)   Management principles are fundamental statements of truth that guides thoughts and actions. Explain the management principles according to Koontz and O' Donnal.

(15 marks)

c)   Explain the reason why principles of management are needed in all organizations.

(5 marks)

QUESTION TWO (20 MARKS)

a)   A company plans to determine a head of time what is to be done in future. Describe the characteristics of planning in an organization.   (10 marks)

b)   Policies are statements that guide subordinate in thinking in their duties. Explain the benefits of policies in an organization.   (10 marks)

QUESTION THREE (20 MARKS)

a) Staffing includes proving the needed human resource to an organization. Explain why human resource planning is important. (10 marks)

b) Explain any FIVE uses of carrying out job analysis to the Quick ltd. company. (10 marks)

QUESTION FOUR (20 MARKS)

a) In directing people are told what to do and how to do it to the best of their knowledge. Describe the five major techniques of directing. (10 marks)

b) Explain the principles of direction as used by the managers in increasing their efficiency.

(10 marks)

QUESTION FIVE (20 marks)

a) Managers need to understand the differences between these two terminologies. Explain the difference between Management and leadership. (10 marks)

b) Quality management means success to the organizations. Explain the reasons why many managers think Quality Management is important. (10 marks)