



# MURANG'A UNIVERSITY OF TECHNOLOGY

## SCHOOL OF BUSINESS AND ECONOMICS

DEPARTMENT OF COMMERCE

UNIVERSITY ORDINARY EXAMINATION

2018/2019 ACADEMIC YEAR

**FIRST YEAR FIRST SEMESTER EXAMINATION FOR, DIPLOMA IN  
BUSINESS MANAGEMENT**

**BHP 052 – PRINCIPLES AND PRACTICES OF MANAGEMENT**

**DURATION: 2 HOURS**

**DATE:**

**TIME:**

**Instructions to candidates:**

1. Answer question One and Any Other Two questions
2. Mobile phones are not allowed in the examination room.
3. You are not allowed to write on this examination question paper.

**SECTION A: ANSWER ALL QUESTIONS IN THIS SECTION**

**QUESTION ONE (30 MARKS)**

- a) Discuss the following skills which may be required by managers and how they may be used:
- (i) Technical skills
  - (ii) Human skills
  - (iii) Conceptual skills
  - (iv) Design skills (4 marks)
- b) Outline four activities of top management (4 marks)
- c) Explain the importance of organizations (4 marks)
- d) Highlight four limitations of planning (4 marks)
- e) Explain the nature of personnel management (4 marks)
- f) Explain the barriers to communication due to mechanical and personal problems, give two in each case (4 marks)
- g) Explain the importance of leadership in an organization (4 marks)
- h) What are dynamics of management? (2 marks)

**SECTION B: ANSWER ANY TWO QUESTIONS IN THIS SECTION**

**QUESTION TWO (20 MARKS)**

- a) Describe five characteristics of management (10 marks)
- b) Explain merits of formulating a budget for an enterprise (10 marks)

**QUESTION THREE (20 MARKS)**

- a) Is management art or science? Discuss. (10 marks)
- b) Discuss the nature of classical approach to management (10 marks)

**QUESTION FOUR (20 MARKS)**

- a) Discuss importance of coordination to a firm in management (10 marks)
- b) Discuss steps of rational decision making (10 marks)