



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 BACHELOR OF HUMAN RESOURCE, BACHELOR OF EDUCATION, BACHELOR OF COMMERCE, AND BACHELOR OF PURCHASING AND SUPPLIES MANAGEMENT

BHR 101: PRINCIPLES AND PRACTICE OF MANAGEMENT

DURATION: 2 HOURS

DATE:

TIME:

Instructions to Candidates:

1. Answer all questions in Section **A** and **Any Other Two** questions in **Section B**.
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 (30 Marks)

QUESTION ONE

- a) Management plays an important role in shaping the culture of an organization. Explain any five importance of management. (5 Marks)
- b) Describe any five principles of bureaucracy as advanced by Max Weber. (5 Mark)
- c) Analyse any five barriers to effective planning in an organization. (5 Marks)
- d) Explain any five symptoms of low employee morale (5 Marks)
- e) Explain any five factors that are considered in the design of organization structure (10 marks)

SECTION B – ANSWER ANY TWO QUESTIONS IN THIS SECTION

QUESTION TWO (20 MARKS)

- a) The nature of management can be viewed as a science, an art and a profession. Explain any five features that view management as
 - (i) Science (5 Marks)
 - (ii) An Art (5 Marks)
- b) Internal recruitment involves recruitment from within the organization. In view of this, explain any Five advantages to the organization. (10 Marks)

QUESTION THREE (20 MARKS)

- a) As a manager, discuss with an aid of a diagram, how you can apply Abraham Maslow theory of motivation to motivate your employees. (10 Marks)
- b) Differentiate Five sources of power. (5 Marks)
- c) Explain any Five barriers of delegation related to subordinate. (5 Marks)

QUESTION FOUR (20 MARKS)

- a) Distinguish the following types of leadership styles
 - (i) Authoritative
 - (ii) Democratic (10 Marks)
- b) Outline any Five characteristics of an effective and efficient control systems. (5 Marks)
- c) Describe any Five errors that may affect the accuracy of performance appraisal. (5 Marks)