



MURANGA UNIVERSITY COLLEGE

(A constituent College of Jomo Kenyatta University of Agriculture & Technology)

MAIN CAMPUS

SPECIAL/SUPPLEMENTARY UNIVERSITY EXAMINATIONS

2015/2016 ACADEMIC YEAR

FIRST YEAR FIRST SEMESTER EXAMINATIONS

FOR DIPLOMA/CERTIFICATE IN BUSINESS MANAGEMENT

COURSE CODE: DBA 1112/CIB0102

COURSE TITLE: PRINCIPLES OF MANAGEMENT

DATE: TIME: DURATION: 2 HOURS

INSTRUCTIONS TO CANDIDATES

Question ONE (1) is compulsory
Answer THREE (3) questions

MRUC observes ZERO tolerance to examination irregularities

This Paper Consists of 2 Printed Pages. Please Turn Over

QUESTION ONE 30 MARKS

- a) Retention is the process of ensuring that the workers are highly motivated so that they work with the firm for a long time without wishing to leave for other places. Explain five factors that contribute to retention in an organization. (10 marks)
- b) Describe the five steps followed in decision making process. (10 marks)
- c) Outline five circumstances where a leader may be required to exercise the autocratic style of leadership. (10 marks)

QUESTION TWO 20 MARKS

- a) Explain five barriers to effective delegation on the part of the manager. (10 marks)
- b) Describe five types of organization structures. (10 marks)

QUESTION THREE 20 MARKS

- a) Job analysis is that process of identifying the overall tasks, activities and responsibilities within an organization. Identify five uses of job evaluation. (5 marks)
- b) Planning is the most important task for any manager for it sets out what is to be done to reduce conflict and confusion. What are the principles of planning? (10 marks)
- c) Outline five objectives of controlling. (5 marks)

QUESTION FOUR 20 MARKS

- a) Explain five importance of delegation. (10 marks)
- b) Differentiate between the following practices as used in management giving one disadvantage of each.
 - i. centralization
 - ii. decentralization (5 marks)
- c) Describe the systems approach to management. (5 marks)