



MURANGA UNIVERSITY COLLEGE

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

MAIN CAMPUS

**ORDINARY UNIVERSITY EXAMINATIONS
2015/2016 ACADEMIC YEAR**

Y3S2 & Y1S1 EXAMINATIONS

**FOR THE DEGREE
OF
BACHELOR OF COMMERCE**

COURSE CODE: HBC 2105, HPS 2206

COURSE TITLE: PRINCIPLES & PRACTICE OF MANAGEMENT

DATE: 9-12-2015

TIME: 2.00-4.00PM

INSTRUCTIONS TO CANDIDATES

Question ONE (1) is compulsory
Answer any other TWO (2) questions

MRUC observes ZERO tolerance to examination irregularities



This Paper Consists of 2 Printed Pages. Please Turn Over.

QUESTION ONE

- a) Explain any **five** benefits for delegation (5 marks)
- b) According to Henry Mintzberg managerial work encompasses **ten** roles.
Explain these ten roles. (10 marks)
- c) Explain **five** symptoms of low employee morale. (10 marks)
- d) With reference to management change, explain any **five** reasons for organizational resistance change (5 marks)
- e) Explain any **five** benefits of the mission statement to an organization. (5 marks)

QUESTION TWO

- a) Explain ways in which management could use Marlow's hierarchy of needs theory to motivate employees. (12 marks)
- b) Training and development leads to the effective management of employees in a company.
Explain how a training and development programme would benefit a company. (8 marks)

QUESTION THREE

- a) Management can be defined as a science and as an art.
Describe **five** characteristics of each (10 marks)
- b) Organizations are becoming increasingly influenced by their external environment.
Explain the way the management may respond to the external factors (10 marks)

QUESTION FOUR

- a) Control is the process of ensuring that actual activities conform to planned activities.
Describe the **four** steps in control process (8 marks)
- b) As a manager, explain how you can apply any **six** of Henry Fayol's management Principles in your organization (12 marks)