



MURANGA UNIVERSITY COLLEGE

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

MAIN CAMPUS

SPECIAL UNIVERSITY EXAMINATIONS

2015/2016 ACADEMIC YEAR

THIRD YEAR SECOND SEMESTER EXAMINATIONS

FOR THE DEGREE/DIPLOMA

OF

BACHELOR OF COMMERCE

COURSE CODE: HBC 2105

COURSE TITLE: PRINCIPLES & PRACTICE OF MANAGEMENT

DATE:

TIME:

INSTRUCTIONS TO CANDIDATES

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

MRUC observes ZERO tolerance to examination irregularities



PPM

1. a) Highlight any five reasons why a manager may be reluctant to delegate work in an organization (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)**

2. 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)**

3. 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 ways the management may respond to the external factors. **(10 marks)**

4. 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)**

5. As a management consultant, you have been assigned to design a staff appraisal system for a client firm. Explain the benefits of performance appraisal to the following:

- I. Staff **(4 marks)**
- II. Managers **(3 marks)**
- III. Organisation **(3 marks)**