



MURANGA UNIVERSITY COLLEGE

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

MAIN CAMPUS

ORDINAR UNIVERSITY EXAMINATIONS

2015/2016 ACADEMIC YEAR

FIRST YEAR FIRST SEMESTER EXAMINATION

**FOR DIPLOMA/CERTIFICATE
IN
BUSINESS MANAGEMENT**

COURSE CODE: DBA1112/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) J.F. Stonner defines Management as the process of planning, organizing, staffing, leading and controlling the efforts of workers and of using organizational resources.

What are the four factors reflected in this definition? (8 marks)

b) Define planning . (2 marks)

c) Differentiate between the following as used in management giving one advantage of each.

i. centralization

ii. decentralization

(5 marks)

d) Outline five objectives of controlling. (5 marks)

e) Explain five basis/ forms of power. (5 marks)

f) Outline five reasons why organisations prefer internal recruitment. (5 marks)

QUESTION TWO 20 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)

QUESTION THREE 20 MARKS

a) 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)

b) Explain five types of organisational structures. (10 marks)

QUESTION FOUR 20 MARKS

a) Explain five importance of planning. (10 marks)

b) Outline any five roles of a supervisor in an organization. (5 marks)

c) Co-ordination is developing an integrated and orderly pattern of group efforts to realize a common goal. Outline any five importance of co-ordination. (5 marks)