

JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY

SCHOOL OF BUSINESS AND ECONOMICS

**UNIVERSITY EXAMINATIONS FOR BACHELOR OF LOGISTICS AND SUPPLY
CHAIN YEAR ONE SEMESTER TWO**

COURSE: BBM 3121: PRINCIPLES OF MANAGEMENT

MAIN CAMPUS

DATE: APRIL 2017

DURATION: 2 HOURS

INSTRUCTIONS:

- **Answer QUESTION ONE (COMPULSORY) and any other TWO Questions.**
- **Question One carries 30 marks and the rest 20 marks each.**

QUESTION ONE (30 MARKS)

- a) Define Management. **(2 Marks)**
- b) Explain the tasks and contribution of a manager. **(10 Marks)**
- c) Discuss the principles of Bureaucratic theory. **(8 Marks)**
- d) Describe the functions of Management. **(10 Marks)**

QUESTION TWO (20 MARKS)

- a) Explain five types of leadership styles. **(10 Marks)**

b) Discuss the Human Relations Theory and name its proponent. (10Marks)

QUESTION THREE (20 MARKS)

a) A manager is the dynamic life giving element in every business. Describe the essential skills needed by a manager. (8Marks)

b) Describe the Mintzberg Ten management roles. (10Marks)

c) Is Managing a Science or Art? Discuss. (2Marks)

QUESTION FOUR (20 MARKS)

a) Motivation is an important element of leadership. Explain how motivation can be carried out at the work place. (10 Marks)

b) Abraham Maslow reasoned that human behaviour occurs when people try to satisfy needs, the assumption being that unsatisfied needs motivate behaviour. He formulated a theory of needs based on a hierarchical model. Using a diagram explain Maslow's hierarchy of need. (6 Marks)

c) Give and explain any TWO characteristics of a sound plan.

(4Marks)

QUESTION FIVE (20 MARKS)

a) Explain the managerial skills needed by administrators in the organizational hierarchy. (10mks)

b) Describe Douglas McGregor's XY Theory. (10mks)