

JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY SCHOOL OF BUSINESS AND ECONOMICS

UNIVERSITY EXAMINATION FOR DIPLOMA IN BUSINESS ADMINISTRATION 1ST YEAR 1ST SEMESTER 2016/2017 ACADEMIC YEAR

MAIN

COURSE CODE: BBM 2115

COURSE TITLE: PRINCIPLES OF MANAGEMENT

EXAM VENUE: STREAM:

DATE: EXAM SESSION:

TIME: 1 1/2 HOURS

INSTRUCTIONS

- 1. Answer THREE questions, question ONE is compulsory
- 2. Candidates are advised not to write in the question paper
- 3. Candidates must hand in their answer booklets to the invigilator while in the examination room

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them

a) Discuss the concept of management. (5 mks) b) Explain the various functions of management (5 mks) Discuss the evolution of management (10mks) c) (10mks) d) Management is regarded as both an art and a science. Discuss. **QUESTION TWO** Henri Fayol is regarded as the father of modern management. Discuss the principles of .a) effective management according to Henri Fayol. (10 mks) b) Management is regarded as both an art and a science. Discuss. (10mks) **QUESTION THREE** Discuss the various causes of conflict in organizations (10 mks) a) Elucidate the best ways of managing conflicts that are available to managers. (10 mks) b) QUESTION FOUR Discuss the following management theories (i) Behavioral management theory. (5 mks) (ii) Human relations movement theory (5 mks) (iii) Theory Z (5 mks) Bureaucratic theory. (5 mks) (iv) **QUESTION FIVE** a) Define Electronic Commerce. (5 mks) b) Discuss the contributions of electronic commerce in modern business management. (5mks) c) Discuss the various social responsibilities and why businesses should observe

(10mks)