

JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY

SCHOOL OF BUSINESS AND ECONOMICS

UNIVERSITY EXAMINATION FOR THE DIPLOMA IN BUSINESS

ADMINISTRATION

YEAR ONE, FIRST SEMESTER 2020/2021 ACADEMIC YEAR

MAIN CAMPUS

COURSE CODE: BBM 2115

COURSE TITLE: Principles of Management

DATE:

EXAM SESSION:

TIME: 1 ½ HOURS

Instructions

- 1. Answer Question One (compulsory) and any other 2 questions**
- 2. Candidates are advised not to write on the question paper**
- 3. Candidates must hand in their answer booklets to the invigilator while in the examination**

QUESTION ONE (COMPULSARY)

- i) Explain five features of management (10 marks)
- ii) State five objectives of management (5 marks)
- iii) Using relevant examples, explain the key management function (8 marks)
- iv) State five basic skills of a good manager (5 marks)

QUESTION TWO

- i) Explain the fourteen universal principles of management according to Henry Fayol which are aimed at showing managers how to carry out their functional duties (20 marks)

QUESTION THREE

- i) Explain any five micro environment factors affecting management in businesses (10 marks)
- ii) State three levels of management in organizations (6 marks)
- ii) Explain the role of top management in the organization (4 marks)

QUESTION FOUR

- i) Define the following terms as commonly used in management
 - a. Mission (2 marks)
 - b. Vision (2 marks)
 - c. Mission statement (2 marks)
 - d. Values (2 marks)
- ii) Explain the role of values, mission and vision in the management (12marks)

QUESTION FIVE

- i) Differentiate between the Autocratic and democratic leadership styles (2 marks)
- ii) State the disadvantages of laissez faire leadership style (3 marks)
- iii) Using relevant examples discuss the traits of a good manager (10 marks)