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KIRIRI WOMEN'S UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2024/2025 ACADEMIC YEAR
SECOND YEAR, SECOND SEMESTER EXAMINATION
FOR THE DIPLOMA IN PROCUREMENT & SUPPLIES
MANAGEMENT

DHR 1104 THEORY AND PRACTICE OF MANAGEMENT

Date: 9TH AUGUST, 2024

Time: 11.30AM-1.30PM

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- a) Define the term management as applied in organizations. (2 Marks)
- b) Organizing is a managerial function that involves six steps. Explain the steps involved in the organizing process. (6 Marks)
- c) Management is characterized by some key principles upon which it operates. Explain any **FIVE** principles of management. (5 Marks)
- d) Management theories try to explain the origin and evolution of the management aspect. Explain any **TWO** theories that explain the evolution of management. (6 Marks)
- e) Identify any **SIX** reasons why planning is important to an organization. (6 Marks)
- f) Outline ways technology has revolutionized the way managers do their work (5 Marks)

QUESTION TWO (20 MARKS)

- a) In the management of employees, it is necessary to observe the individual level of a need. With the help of a diagram, explain the hierarchy of needs as brought forward by Abraham Maslow. (5 Marks)
- b) Every manager has some specific functions to perform in an organization. Describe any **FIVE** principles of planning that should be observed by a planning manager. (5 Marks)
- c) Outline any **FIVE** ways a manager can use to motivate her staff (5 Marks)
- d) Describe the step used in controlling (5 Marks)

QUESTION THREE (20 MARKS)

- a) Differentiate between authority and responsibility (5 Marks)
- b) Discuss any **FIVE** ways that a manager can use to motivate the employees of an organization. (5 Marks)

- c) Describe the various types or divisions of a system. (5 Marks)
- d) Discuss **FIVE** features of management as deliberated by various scholars. (5 Marks)

QUESTION FOUR (20 MARKS)

- a) A leader can involve a group or an organization in a business. Mention **FIVE** sources of power (5 Marks)
- b) Explain any **FOUR** types of leadership as studied in management. (8 Marks)
- c) Assume you are a manager in a company and you want to improve the performance of the workers there. Explain any **FIVE** non-financial incentives that can satisfy your employees as far as performance is concerned. (7 Marks)

QUESTION FIVE (20 MARKS)

- a) Describe any **SEVEN** stakeholders that are affected by the operations of a business. (7 Marks)
- b) Explain the **SEVEN** major steps in decision-making process. (7 Marks)
- c) Discuss **SIX** ways managers view technology as a tool of production work. (6 Marks)