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KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2017/2018 ACADEMIC YEAR
DIPLOMA IN BUSINESS INFORMATION TECHNOLOGY
DBT 005 - PRINCIPLES OF MANAGEMENT

Date: 4th August, 2017

Time: 3:00pm-5:00pm

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- a) "Controlling is the process whereby managers monitor and regulate how efficiently and effectively an organization is performing activities necessary to achieve its goals". Explain the controlling process. (8 Marks)
- b) Explain the qualities of a good leader. (6 Marks)
- c) The art of management requires different skills. Discuss the skills a manager should have (4 Marks)
- d) Define management outlining its importance. (5 Marks)
- e) Discuss the basis of classifying jobs (5 Marks)
- f) Differentiate between efficiency and effectiveness. (2 Marks)

QUESTION TWO (20 MARKS)

- a) "Planning determines where the organization is now and where it wants to be in future". Explain the importance of planning. (10 Marks)
- b) "Power is the capacity to command". Explain the sources of power. (10 Marks)

QUESTION THREE (20 MARKS)

- a) Explain staffing as a management function. (10 Marks)
- b) Fredrick W. Taylor tried to put management in a scientific way. Explain the principles of scientific management. (10 Marks)

QUESTION FOUR (20 MARKS)

- a) Is management Art or Science. (10 Marks)
- b) Discuss the principles of Bureaucracy as articulated by Max webber. (10 Marks)

QUESTION FIVE (20 MARKS)

Outline the contribution of Henri Fayol to management. (20 marks)