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KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2023/2024 ACADEMIC YEAR
SECOND YEAR, FIRST SEMESTER EXAMINATION
FOR THE DEGREE OF BACHELOR OF SCIENCE
(BUSINESS ADMINISTRATION)

Date: 13th April, 2023
Time: 2.30am –4.30pm

KBA 209 - PRINCIPLES OF MANAGEMENT

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

Ruiru Mabati Company is a middled sized Company located at the centre of Ruiru town. It has a capacity of 300 workers inclusive of Casual workers, Contract workers and Permanent workers. The company was started twenty years ago and has a wide range of customer base across the country. It has fully functional management levels across all levels of management. The company is ISO 2009 Certified due her policies on continuous improvent under her total quality management policies. You have been appointed CEO of the company from January 2021 up to date. Use this case study to answer the following questions.

- a) Based on your experience at Ruiru Mabati Company , describe any three of the principles of Scientific Management that are still used in your organisations today .
(6 Marks)
- b) To get the best from an organisations, human resource managers must device elaborate strategies to motivate their staff. Explain three strategies HR manager in Ruiru Mabati Company is currently using to motivate staff in your organisation. (6 Marks)
- c) Planning is an important function for any manager as it determines the success of the organisation. Describe three principles of effective planning as applied in Ruiru Mabati Company (6 Marks)
- d) As public relations officer at Ruiru Mabati Company , Explain to the Management Board three benefits of social responsibility in an organization (6 marks)
- e) Depression and mental sickness have been rampant among workers since Corona Virus pandemic times, as a manager in Ruiru Mabati Company with 300 workers, describe three ways your organisation would use to effectively handle workers with depression and mental sickness. (6 Marks)

QUESTION TWO (20 MARKS)

- a) Comment on the three types of leadership styles applicable in business organizations today. (8 Marks)
- b) Explain with reasons the best kind of leadership style to use in an organization. (6 Marks)
- c) How can managers of business organizations apply Hertzberg two factor theory of motivation. (6 Marks)

QUESTION THREE (20 MARKS)

- a) Discuss four disciplinary measures that can be taken against a non performing employee. (8 Marks)
- b) Discuss three problems encountered in performance appraisal process. (6 Marks)
- c) Identify three participants and their key role performance appraisal process. (6 Marks)

QUESTION FOUR (20 MARKS)

- a) Youth unemployment is continuously increasing in Kenya, as a Consultant you have been appointed to advise the Government on various ways of reviving economy for job creation. Explain four ways of reviving Kenyan economy. (8 Marks)
- b) Analyze any three unethical business practices done by boda boda people and comment on their effects on business organization. (6 Marks)
- c) Explain three ways of upholding maximum discipline among bodaboda operators in Nairobi. (6 Marks)

QUESTION FIVE (20 MARKS)

- a) Based on your experience at work, explain four causes of communication failure in your place of work. (8 Marks)
- b) With diagram, discuss and explain the process of communication. (6 Marks)
- c) Give three benefits for feedback in communication. (6 Marks)