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KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATIONS, 2022/2023 ACADEMIC YEAR
FIRST YEAR, FOURTH SEMESTER, END OF SEMESTER EXAMINATIONS
FOR THE DIPLOMA IN PROCUREMENT AND SALES MANAGEMENT
DHR 1104-THEORY AND PRACTICE OF MANAGEMENT

Date: 8th December, 2022

Time: 8.30am-10.30am

INSTRUCTION TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- a) Explain Koontz classification of management theories (6marks)
- b) Highlight principles of business ethics (6marks)
- c) Identify Taylor 's fundamental principles of scientific management approach (6marks)
- d) Describe three features of bureaucratic theory of management (6marks)
- e) Explain key steps involved in business process reengineering (6marks)

QUESTION TWO (20 MARKS).

- a) Examine characteristics of business ethics (7marks)
- b) Examine main elements of systems approach (7marks)
- c) Explain the accounts on which scientist management theory has been criticized (6marks)

QUESTION THREE (20MARKS).

- a) Describe disadvantages of bureaucratic theory of management (6marks)
- b) Discuss factors influencing business ethics in any economy (7marks)
- c) Examine benefits of lean management (7marks)

QUESTION FOUR (20MARKS).

- a) Explain the main prepositions of the behavioral science (6marks)
- b) Describe the importance of business ethics (7marks)
- c) Evaluate characteristics of neoclassical approach of management (7marks)

QUESTION FIVE (20 MARKS)

- a) Highlight the main features of contingency approach to management (6marks)
- b) Explain principles of lean management (7marks)
- c) Discuss the advantages of bureaucratic theory of management (7marks)