



(University of Choice)

**MASINDE MULIRO UNIVERSITY OF SCIENCE AND  
TECHNOLOGY  
(MMUST)**

**MAIN CAMPUS**

**UNIVERSITY SUPPLEMENTARY/SPECIAL EXAMINATIONS  
2018/2019 ACADEMIC YEAR**

**SECOND YEAR SECOND SEMESTER EXAMINATIONS**

**FOR THE DEGREE  
OF**

**BACHELOR OF SCIENCE IN DISASTER MITIGATION AND  
SUSTAINABLE DEVELOPMENT (DMSD)**

**COURSE CODE: DSM 206**

**COURSE TITLE: PRINCIPLES OF MANAGEMENT**

**DATE: 27/9/2019**

**TIME: 3 - 5PM**

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**INSTRUCTIONS TO CANDIDATES**

This Paper contains FIVE Questions. Answer Question ONE and any other two Questions.

TIME: 2 Hours

MMUST observes ZERO tolerance to examination cheating

This Paper Consists of 2 Printed Pages. Please Turn Over. ►

**Question ONE: COMPULSORY (30 MARKS)**

- i) Explain the following terms as used in management:
  - a). Directing (2 mark)
  - b). Coordinating (2 mark)
  - c). Controlling (2 mark)
  - d). Assembly line production (2 marks)
  
- ii) Define the term 'management' and explain how the definition has changed over time. (6 marks)
  
- iii) Using a diagram, explain the evolution and classification of management thought. (10 marks)
  
- iv) Describe the characteristics of the industrial revolution (8 marks)

**Question TWO**

- a). Explain in detail the Bureaucracy theory of Max Weber (8 marks)
- b). Examine the strong points of this theory? (4 marks)
- c). Are they still valid? (3 marks)
- d). Discuss the forces behind the development of management thought? (5 marks)

**Question THREE**

- a) Examine the contributions of G.W. Mayo's Hawthorne Experiment (6 marks)
- b) Discuss the elements of Neo-classic behavioural theory. (5 marks)
- c) Examine the limitations of Human relations approach under the neo-classic theory. (5 marks)
- d) Discuss why we should study management theory? (4 marks)

**Question FOUR**

- a). State two important characteristics/features of:
  - (i). Planning (2 marks)
  - (ii). Organizing (2 marks)
  - (iii). Staffing under the management function (2 marks)
- b). Describe the contingency approach to management (7 marks)
- c). Explain the limitations of contingency approach to management? (4 marks)
- d). Explain the concept of TQM. (3 marks)