



(University of Choice)

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

MAIN CAMPUS AND NAIROBI CENTRE

**UNIVERSITY EXAMINATIONS
2017/2018 ACADEMIC YEAR
FIRST YEAR, SECOND TRIMESTER EXAMINATION**

**FOR THE DEGREE
OF
BACHELOR OF SCIENCE IN HEALTH PROFESSIONS EDUCATION**

MAIN PAPER

COURSE CODE: HPE 209

COURSE TITLE: EDUCATION LEADERSHIP & MANAGEMENT

DATE:

TIME: 9:00- 12 Noon

INSTRUCTIONS TO CANDIDATES

Answer All Questions

Section A: Multiple Choice Questions (MCQ)

20 Marks.

Section B: Short Answer Questions (SAQ)

40 Marks.

Section C: Long Answer Question (LAQ)

40 Marks

TIME: 3 Hours

MMUST observes ZERO tolerance to examination cheating

This Paper Consists of 4 Printed Pages. Please Turn Over.
HPE 209: Education Management & Leadership

Moderated 8/1/2018
[Signature]

Section A : Short answer Questions

20 marks

1. In management process, the most misinterpreted word is
 - A. Organizing
 - B. Delegating
 - C. Controlling
 - D. Planning
2. The department(s) that an event management company will have is (are)
 - A. Creative
 - B. Production
 - C. Client servicing
 - D. All of the above
1. Who said, "Management is a multiple purpose organ that manages a business, manages a manager and manages workers and work"?
 - A. Harold Konntz
 - B. Peter Drucker
 - C. Kenneth O 'Donell
 - D. Anonymous
2. Under mechanism of scientific management, scientific task setting includes:
 - A. Time study
 - B. Motion study
 - C. Method study
 - D. All of the above
3. Management as a discipline is the function of _____.
 - (A) Science
 - (B) Art
 - (C) Creativity
 - (D) All of the above
4. Which theory assumes that people are naturally lazy and will avoid work and responsibilities if possible?
 - (A) Theory X
 - (B) Theory Y
 - (C) Theory Z
 - (D) None of the above
5. The factors coming under philosophy of scientific management are:
 - (A) Co-operation
 - (B) Maximum output
 - (C) Harmony
 - (D) All of the above
6. Advantage of delegation of authority results in prompt _____.
 - (A) Understanding
 - (B) Decision making
 - (C) Both (A) and (B)
 - (D) None of the above

7. _____ a process of influencing people.
- (A) Motivation
 - (B) Leadership
 - (C) Delegation
 - (D) Controlling
8. The following is (are) the element(s) of control
- (A) Authority and knowledge
 - (B) Guidance and direction
 - (C) Constraint and restraint
 - (D) All of the above
9. Needs involves the desire to affiliate with and be accepted by others
- A. Belongingness
 - B. Esteem
 - C. Safety
 - D. Self actualization
10. Needs that impel creativity and innovation, along with the desire to have a productive impact on our surrounding are -----needs
- A. Growth
 - B. Existence
 - C. Relatedness
 - D. none of the above
11. Division of labour, authority hierarchy, formal selection, formal rules and regulations, impersonality and career orientation are features of
- A. Weber's ideal type bureaucracy
 - B. General administrative theory
 - C. FayorsPrinciples of management
 - D. Taylors principles of management
12. The decision making model consists of four styles:directive, analytic, behavioural and ---

- A. Conceptual
 - B. Intuitive
 - C. Group interaction
 - D. Laggard
13. The main influence on the behavioural science theories were:
- A. Psychology and sociology
 - B. Sociology and bureaucracy
 - C. sociology and science
 - D. Bureaucracy and psychology
14. Autocratic, Democratic and Laissez -faire leader behavioural style were introduced by
- A. University of Iowa researcher
 - B. Michigan
 - C. Ohio state

- D. Timutimu
15. The General Manager's meeting was mostly likely a result of the following management function
 - A. Organising
 - B. Planning
 - C. Decision making
 - D. Controlling
 16. Managers today realize that long term success can be achieved primary by satisfying the customer. Customers are demanding quicker service, higher quality and more -----
 - A. Value for their money
 - B. personal attention
 - C. Variety in services
 - D. Online choices
 17. The belief that a firm obligation goes beyond that required by law and economics, and includes a pursuit of long term goals that are good for society is known as:
 - A. social responsiveness
 - B. ethical responsibilities
 - C. Social responsibility
 - D. Social obligation
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Section B: Short Answer Questions (40Marks)

1. *Explain* Outline principles of management advanced by Fredrick Taylor. **(10Marks)**
2. Compare and contrast theory X and Y as explained by Douglas McGregor **(10Marks)**
- 3 Explain 5 characteristics of an effective manager as expounded by Peter Drucker. **(10Marks)**
4. Distinguish between leadership and management. **(10Marks)**