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

MAIN EXAMINATION

UNIVERSITY EXAMINATIONS

2021/2022 ACADEMIC YEAR

FIRST YEAR SEMESTER ONE MAIN EXAMINATIONS

FOR DIPLOMA IN BUSINESS ADMINISTRATION

COURSE CODE: DBA 101

COURSE TITLE: PRINCIPLES OF MANAGEMENT

DATE: MONDAY, 25TH JULY 2022

TIME: 2:00 – 4:00PM

INSTRUCTIONS TO CANDIDATES

1. Answer question **one** and any **other TWO** Questions
2. Do not write anything on the question paper

TIME: 2 HOURS

MMUST observes ZERO tolerance to examination cheating

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



QUESTION ONE

- a) Management like other practices-whether medicine, music composition, or even accountancy- is an art. It is know-how. Yet managers can work better by using the organized knowledge about management. It is this knowledge that constitutes science. Therefore, based on this statement, explain Management as a Science and as an Art. (8 marks)
- b) Explain steps followed in controlling principles (10 marks)
- c) Discuss the barriers to communication. (5marks)
- d) Explain 5 Characteristics of a leader. (5 marks)
- e) Differentiate between external recruitment and internal recruitment. (2 marks)

QUESTION TWO

- (a) You have been appointed as Training and Development Manager of a highly competitive company which operates in western, The Board of Directors decided that you train all the employees to cope with emerging trends in the business environment. Analyze how external environmental factors affect the business operations (12 marks).
- (b) Explain Principles of Bureaucratic management as it was observed by Max Weber. (8marks)

QUESTION THREE

- a) Explain the importance of selection (10marks)
- b) State the meaning of co-ordination and state its principle (10 marks)

QUESTION FOUR

- a) Explain Decision making process in management.(8marks) :
- b) Explain any 3 theories of motivation. (12marks)

QUESTION FIVE

- a) Explain 5 disadvantages of functional structure. (10 marks)
- b) State the factors that are considered in choosing the span of management (10marks)