

CHUKA



UNIVERSITY

**UNIVERSITY EXAMINATIONS
RESIT/SPECIAL EXAMINATIONS**

EXAMINATION FOR THE AWARD OF DEGREE OF BACHELOR OF COMMERCE

BCOM 103/102.BBAM 102: PRINCIPLES OF MANAGEMENT

STREAMS:

TIME: 2 HOURS

DAY/DATE: WEDNESDAY 25/07/2018

11.30 A.M – 1.30 P.M

INSTRUCTION:

- **Answer question one and any other two questions**
- **Marks will be awarded for clarity and originality of ideas**
- **Do not write on the question paper**

1. (a) Define management and explain the types of skills managers require to perform their jobs showing which levels of management the skills are most applicable to. [10marks]

(b) Briefly explain any five principles of administrative theory as set out by Henri Fayol.

[10marks]

(c) Discuss any five elements of the external environment giving examples of how they affect the organization. [10marks]
2. (a) Explain any five barriers to planning and show how managers can overcome them.

[10marks]

(b) What is performance appraisal and why do managers carry out performance appraisal in organizations (any four reasons). [10marks]
3. (a) One of the most important concepts in organizing is designing a structure. What is an organization structure and what are the determinants of structure? [10marks]

(b) Without power it is impossible to be effective as a leader. Most leaders are therefore concerned with how to acquire power. Explain the sources of power in organizations.

[10marks]

4. (a) Controlling is an important management function. Define controlling and set out the reasons why controlling is important. [10marks]

(b) What is corporate social responsibility and which parties should the organization be socially responsible to? Discuss any four parties. [10marks]
