

CHUKA



UNIVERSITY

UNIVERSITY SUPPLEMENTARY/SPECIAL EXAMINATIONS.

EXAMINATION FOR THE AWARD OF DIPLOMA IN BUSINESS MANAGEMENT.

DIBM 0112 PRINCIPLES OF MANAGEMENT

STREAMS: DIP

TIME: 2 HOURS

DAY/DATE: MONDAY 23/07/2018

8.30 A.M - 10.30 A.M

INSTRUCTIONS:

- Answer **Question ONE** and other **TWO Questions**
- Do not write anything on the Question paper.

QUESTION ONE.

- (a) There have been many controversies of the terms administration and management and no agreement made on their difference if any which has brought about three approaches. Discuss these approaches. [6 Marks]
- (b) Managerial skills vary in importance at different managerial levels. Explain the managerial skills and the managerial levels at which such skills are most critical. [6 Marks]
- (c) Discuss any five characteristics of management. [10 Marks]
- (d) Differentiate between the following terms as used in management:
- (i) Centralization and Decentralization. [2 Marks]
 - (ii) Efficiency and Effectiveness. [2 Marks]
 - (iii) Job Description and Job Specification. [2 Marks]
 - (iv) Delegation and Responsibility. [2 Marks]

QUESTION TWO.

- (a) Evaluate any five pitfalls/barriers to effective planning showing ways managers can adopt to overcome such challenges. [10 Marks]
- (b) Explain any five factors that may affect the span of management. [10 Marks]

QUESTION THREE.

- (a) (i) What is departmentation?
(ii) What is the basis for Departmentation. [10 Marks]
- (b) A manager has an obligation to various stakeholders of a business. Identify any five stakeholders of a business and their expectation out of a business. [10 Marks]

QUESTION FOUR.

- (a) System theory is a way of thinking about the job of managing which describes organizations as open systems whose internal and external environments are an integrated whole. Explain any five features of management as a system. [10 Marks]
- (b) Explain any five possible errors that managers can make during performance appraisal. [5 Marks]
- (c) Discuss the universality of management. [5 Marks]

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