

THARAKA



UNIVERSITY

COLLEGE
(A Constituent College of Chuka University)
UNIVERSITY EXAMINATIONS

**FIRST YEAR EXAMINATION FOR THE AWARD OF DEGREE OF
BACHELOR OF COMMERCE AND BACHELOR OF PROCUREMENT AND
LOGISTICS MANAGEMENT**

BCOM 103: PRINCIPLES OF MANAGEMENT

STREAMS: BCOM/ BPLM YIS2

TIME: 2 HOURS

DAY/DATE: MONDAY 07/12/2020

11.30 AM – 1.30 PM

INSTRUCTIONS:

ANSWER QUESTION ONE AND ANY OTHER TWO QUESTIONS.

Question One (30 marks)

(a) There has been a saying in management that “failure to plan is planning to fail”. In regard to this statement, explain the steps involved in planning. (10 marks)

(b) The process of management is often described as comprising of planning, organizing, staffing, directing and controlling. Identify and discuss the basic steps in the controlling process. (10 marks)

(c) Identify and explain the managerial skills that a manager should possess in order to successfully perform his duties. (10 marks)

Question Two (20 marks)

(a) Organizations are becoming increasingly influenced by their external environment. Outline ways in which the understanding of the external environmental factors enables managers to make better decisions. (10 marks)

- (b) Highlight some of the constraints that face present day managers. (10 marks)

Question Three (20 marks)

- (a) Critically explain the major features of schools of management thought under the classical theory. (10 marks)
- (b) The Concept Management by Objectives (MBO) is said to have been evolved by Peter F. Drucker for effective goal setting and performance appraisal. Explain the steps involved in MBO. (10 marks)

Question Four (20 marks)

- (a) A principle is a fundamental statement of truth that provides a guide to thinking and action. Outline any five principles of management as expounded by Henri Fayol. (5 marks)
- (b) Analyze the decision-making as a rational process. (10 marks)
- (c) Distinguish between formal and informal organization. (5 marks)
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