

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

FIRST YEAR EXAMINATION FOR THE AWARD OF DEGREE  
OF BACHELOR OF SCIENCE IN INFORMATION SCIENCE

BCOM 103: PRINCIPLES AND PRACTICE OF MANAGEMENT

STREAMS: BSC (IS)

TIME: 2 HOURS

DAY/DATE: FRIDAY 18/12/2020

8.30 A.M. – 10.30 A.M.

INSTRUCTIONS:

- Answer Question ONE and any other TWO Questions
- Do not write anything on this question paper

QUESTION ONE (30 MARKS)

- Give **four** differences between management and administration [4 marks]
- Explain **four** reasons why management is an important function in a library or any other information centre. [8 marks]
- Discuss with appropriate examples why management is regarded as **INEXACT** science [8 marks]
- Critically examine **five** managerial skills librarians should have in order to successfully disseminate services to meet their users' needs. [10 marks]

QUESTION TWO (20 MARKS)

- Management is as old as human civilization. Justify this statement. [10 marks]
- Analyze management by objective (MBO) as a tool of management [10 marks]

QUESTION THREE (20 MARKS)

- Describe various levels of management depicting relevant examples from a university library. [10 marks]
- Explain five growth strategies that can be applied by an organization in order to realize its goals. [10 marks]

**QUESTION FOUR (20 MARKS)**

- (i) Planning is an important concept in management. Elaborate how this concept is critical in an information set up. [10 marks]
- (ii) Analyze Max Weber bureaucratic theory of management and give a clear distinction from other management theories. [10 marks]

**QUESTION FOUR (20 MARKS)**

- (i) Discuss five principles of organizing as one of the key functions of management [10 marks]
- (ii) State and explain five factors influencing the span of control or management [10 marks]

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