

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

FIRST YEAR EXAMINATION FOR THE AWARD OF DEGREE  
OF BACHELOR OF EDUCATION, BACHELOR OF PROCUREMENT AND  
LOGISTICS MANAGEMENT & BACHELOR OF SCIENCE

BCOM 103: PRINCIPLES OF MANAGEMENT

STREAMS: BED/BPLM/BSC

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.

QUESTION ONE

You have been appointed by your county government to explain to the county management Board the below management issues:

- a) Meaning of the term 'management' (4 marks)
- b) The importance of management to the county government. (10 marks)
- c) The role of the county management Board in achieving effective management of the county activities. (10 marks)
- d) The levels of management that the board can institute for effective service delivery.

(6 marks)

QUESTION TWO

- a) Discuss the contribution of Administrative theory to the management of organizations in Kenya. (12 marks)
- b) Planning is regarded as one of the critical functions of management. Explain the benefits of planning to an organization. (8 marks)

**QUESTION THREE**

- a) The structure of the organization is the framework which defines how tasks are divided, resources deployed and departments coordinated. Explain any five determinants of an organization's structure. (10 marks)
- b) To enhance the role of managers in an organization, formal authority and responsibility for the completion of formal tasks to subordinates must be clearly defined. Explain the guidelines to effective delegation of authority and responsibility. (10 marks)

**QUESTION FOUR**

- a) Discuss any six qualities of an effective leader. (12 marks)
  - b) Explain the steps involved in human resource planning in obtaining and managing the human resources an organization needs to accomplish its goals. (8 marks)
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