

CHUKA



UNIVERSITY

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**EXAMINATION FOR THE AWARD OF DIPLOMA IN HUMAN RESOURCE
MANAGEMENT**

DIBM 0112: PRINCIPLES OF MANAGEMENT

STREAMS: DHRM (ODEL)

TIME: 2 HOURS

DAY/DATE: WEDNESDAY 07/08/2024

8.30 A.M. – 10.30 A.M.

INSTRUCTIONS

- **Answer question ONE and TWO other questions**

Question 1

ABZ company limited has been experiencing a lot of changes in its management. This has seen many of its employees leaving the organization in search of greener pastures and loss of loyal customers. You have recently joined the organization as the human resource manager. Operating managers and the employees have recently brought various complaints to you. You have also noted that the organizations top management are not in support of the operation managers since they work in isolation. As the HRM of the organization you have decided to hold a meeting with the top managers concerning the organization. Briefly discuss the following in your proposal;

- a) Importance of a good management system in the organization. (10 marks)
- b) Reasons why the top managers should involve their subordinates in planning and decision-making process. (10 marks)
- c) Advantages gained by the organization by participating in corporate social responsibilities. (10 marks)

Question two

- a) Controlling is the process of checking how well the set goals have been achieved, giving an example discuss the process of controlling (10 marks)
- b) Organization can be departmentalized in different ways, discuss (10 marks)

Question three

- a) Discuss benefits derived from having a good organization structure in a service industry. (10 marks)
- b) Managers when planning face different barriers, discuss these barriers stating how managers can overcome them. (10 marks)

Question four

- a) Briefly discuss the different roles played by organization managers. (10 marks)
 - b) Explain difference between a leader and a manager clearly stating qualities of a good leader. (10 marks)
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