

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

**EXAMINATION FOR THE AWARD OF DIPLOMA IN PROCUREMENT AND
LOGISTICS MANAGEMENT**

DPLM 0214: FOUNDATIONS OF MANAGEMENT IN PROCUREMENT

STREAMS: DPLM

TIME: 2 HOURS

DAY/DATE: TUESDAY 12/08/2025

8.30 A.M. – 10.30 A.M.

INSTRUCTIONS:

Question One

- a) The ability to adapt to the changing environment, customer demands, and market forces is vital to the success of a business. The mindset and practices that have propelled a company to success are not necessarily the ones that would help it to stay successful in the future. A business is started with the sole aim of making profits but this is not the only objective. Explain 4 other objectives that a business has to fulfill (8 marks)
- b) The growth of businesses depends on the strategic plans, goals, values, cultures, and norms implemented within a given institution. Discuss some of the organizational challenges involved in planning and how they can be overcome (10 marks)
- c) There are various patterns of behaviour that a leader can adopt in influencing the behaviour of their followers. Describe any 3 of these patterns (6 marks)
- d) Explain some of the important skills that a manager should possess to facilitate the successful management of an enterprise (6 marks)

Question Two

- a) You are in a chama that has expressed interest in starting a business. With your knowledge of business explain to the chama the 2 main forms of business they can start and the advantages of each of the business (8 marks)
- b) Simon an employee of Huzuni company limited is appearing before the disciplinary committee to explain why he was involved in misconduct. Simon has explained to the committee that he was not content with the overtime payment having worked past official closing hour till midnight for one month he deserved more pay for overtime than what he actually received
 - i. Describe 3 causes of indiscipline and misconduct among the employees at a work place (6 marks)
 - ii. Describe 3 causes of grievances or dissatisfaction from employees in an organization (6 marks)

Question Three

- a) Exodus county wants to come up with various positions that will eventually be filled with staff. They have hired you a human resource consultant to help them to come up with a job design.
 - i. Describe what is a job design (2 marks)
 - ii. Differentiate job description with job specification (4 marks)
- b) Explain how any 5 external factors in the environment affect the operations of business (10 marks)
- c) Distinguish between extrinsic and intrinsic rewards that a supply chain officer can obtain (4 marks)

Question Four

- a) Every organization should have a human resource manager in charge of the effective control and use of manpower in order to ensure the achievement of the organization's objective and also the attainment of company's profit. In 4 points, explain how the human resource manager impacts the company's profit (8 marks)

b) Performance Appraisal is necessary for communicating to the employee how they are performing on the job. Discuss the various methods of performance appraisal the procurement department can adopt (8 marks)

c) Distinguish between economic and non- economic activities (4 marks)

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