

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

**EXAMINATION FOR THE AWARD OF BACHELOR OF COMMERCE, HUMAN
RESOURCE MANAGEMENT, PROCUREMENT AND LOGISTICS MANAGEMENT
AND COMMUNITY DEVELOPMENT**

BCOM 103: PRINCIPLES OF MANAGEMENT

STREAMS: BCOM (ODEL)

DAY/DATE: THURSDAY 07/08/2025

TIME: 2 HOURS

8.30 A.M. – 10.30 A.M

INSTRUCTIONS

Answer question One and any other two

Question One

- a). For every organization to achieve its set goals, it has to put in place a good management system. This ensures that the organization monitors the environment to take advantage of the opportunities when making decisions. Briefly discuss the types of decisions managers may make after scanning the environment. (10 marks)
- b). Managers have to deal with different stakeholders who have varying needs in the organization. Giving practical example, discuss how different organizations may involve themselves in corporate social responsibility. (10 marks)
- c). Discuss the importance of the leading function in an organization clearly stating the sources where a leader can draw power from. (10 marks)

Question Two

- a). Delegation is the downward transfer of formal authority and responsibility from the superior to the subordinate. Briefly discuss factors to consider when deciding whether to centralize or decentralize decisions. (10 marks)
- b). Distinguish between strategic and functional planning clearly demonstrating why it is important to have plans in an organization. (10 marks)

Question Three

- a). Involving employees in goal setting may be beneficial to the organization and the employee. Briefly explain the advantages and disadvantages of MBO. (10 marks)

- b). Discuss the applicability of scientific management theory by Fredrick Taylor in the 21st century organizations. (10 marks)

Question Four

- a). Organizations may find it difficult to recruit the type of employees the need to achieve their goals. Briefly discuss factors that may affect staffing function. (10 marks)
- b). Management is an important resource just like capital, land and labour to an organization. Discuss this statement. (10 marks)
-