



MURANG'A UNIVERSITY COLLEGE

(A constituent college of Jomo Kenyatta University of Agriculture and Technology)

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

UNIT TITLE: PRINCIPLES AND PRACTICES OF MANAGEMENT EXAM

UNIT CODE: DHM1211

DATE: 21ST APRIL 2016

TIME: 2HRS

Question one is compulsory

Answer any other two (2) questions they all carry equal marks.

SECTION ONE 30 MARKS

QUESTION ONE

- a. Explain 5 principles of management [10mks]
- b. State 8 reasons why people fail in planning [8mks]
- c. Explain Maslows hierarchy of human needs [10mks]
- d. Differentiate between job evaluation and job analysis [2mks]

SECTION TWO 40 MARKS

ANSWER ONLY 2 QUESTIONS IN THIS SECTION, THEY CARRY EQUAL MARKS.

QUESTION TWO

- a. Discuss 5 criticisms of the human relations theory [10mks]
- b. Outline 5 characteristics of an organization [5mks]
- c. Outline 5 barriers to delegation [5mks]

QUESTION THREE

Discuss the 5 functions of management

[20mks]

QUESTION FOUR

- a. Explain 5 limitations of planning [5mks]
- b. Give 5 measures to overcome this limitations [5mks]
- c. State 4 reasons why informal organisations are formed [4mks]
- d. Give 6 demerits of those informal organisations [6mks]

QUESTION FIVE

- a. Outline the recruitment procedure [7mks]
- b. Give 6 sources of internal recruitment [3mks]
- c. State 10 attributes of a leader [10mks]