

**W1-2-60-1-6**

JOMO KENYATTA UNIVERSITY OF AGRICULTURE AND TECHNOLOGY

# **UNIVERSITY EXAMINATIONS 2017/2018**

FIRST YEAR FIRST SEMESTER AND SECOND YEAR FIRST SEMESTER SPECIAL/SUPPLEMENTARY EXAMINATION FOR THE DIPLOMA IN BUSINESS ADMINISTRATION/DIPLOMA IN BUSINESS INFORMATION TECHNOLOGY

**HBC 0103/HCB 0104 : PRINCIPLE OF MANAGEMENT**

**DATE: AUGUST 2018 TIME: 2 HOURS**

**INSTRUCTIONS:**

**ANSWER QUESTION ONE COMPULSORY AND ANY OTHER TWO**

**QUESTIONS**

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**QUESTION ONE [30 MARKS][COMPULSORY]**

1. Define the following terms:
2. Management
3. Delegation
4. Centralization
5. Decentralization
6. Planning
7. State and explain the fundamental features of management [6 marks]
8. Describe TEN of management principle as developed by Henri Fayol. [6 marks]
9. State the characteristics of successful manager. [4 marks]

**QUESTION TWO [20 MARKS]**

1. Define supervision and state the MAJOR function of a supervision. [10 marks]
2. Critically discuss the effects of Technology on the managers of today’s world. [10 marks]

**QUESTION THREE [20 MARKS]**

1. State and explain the determinants of organizational structure and design. [10 marks]
2. Distinguish between formal and informal group in work organization stating why they are formed. [10 marks]

**QUESTION FOUR [20 MARKS]**

1. State and explain the key benefits or planning for any organization. [10 marks]
2. Discuss by use of examples eth steps in the decision making process. [10 marks]

**QUESTION FIVE [20 MARKS]**

Discuss the steps that should be followed in the planning process. [10 marks]