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**KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2016/2017 ACADEMIC YEAR
SECOND YEAR, SECOND SEMESTER EXAMINATION
FOR THE DEGREE OF BACHELOR OF SCIENCE
(BUSINESS ADMINISTRATION)**

Date: 15th August, 2016.
Time: 3.30pm – 5.30pm

KBA 209 - PRINCIPLES OF MANAGEMENT

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- a) Describe the five management functions. (10 Marks)
- b) Discuss any three roles of a manager as explained by Henry Mintzberg. (10 Marks)
- c) Briefly describes the **systems approach** to the practice of management. (5 Marks)
- d) Differentiate the following;
- i) Partnerships
- ii) Joint stock companies (5 Marks)

QUESTION TWO (20 MARKS)

- a) Discuss the macro environmental factors influencing organizational operations (10 Marks)
- b) Explain any five micro environmental factors that affect businesses (10 Marks)

QUESTION THREE (20 MARKS)

- a) Discuss the various types of plans. (10 Marks)
- b) Explain the main elements in the planning process. (10 Marks)

QUESTION FOUR (20 MARKS)

- a) Explain the merits of organizing function in management. (10 Marks)
- b) Discuss the steps in the organizing process. (10 Marks)

QUESTION FIVE (20 MARKS)

- a) Describe the scope of directing. (10 Marks)
- b) Communication as an element in directing has a process. Discuss. (10 Marks)