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KIRIRI WOMEN'S UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2023/2024 ACADEMIC YEAR
FIRST YEAR, FOURTH SEMESTER EXAMINATION
FOR THE DIPLOMA IN BUSINESS INFORMATION TECHNOLOGY
DBA 1103 – PRINCIPLES AND PRACTICES OF MANAGEMENT

Date: 13TH APRIL 2022
Time: 8:30AM – 10:30AM

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- a) List four benefits of Corporate Social Responsibility to organizations (4 Marks)
- b) Briefly explain four main patterns of departmentation (4 Marks)
- c) Highlight six factors that influence effective supervision (6 Marks)
- d) Highlight some of the management functions every leader needs, to work effectively and improve the performance of its organization. (6 Marks)
- e) Outline the managerial skills any manager should have in order to be effective and efficient in carrying out their duties. (6 Marks)
- f) List the steps involved in Controlling as a managerial function (4 Marks)

QUESTION TWO (20 MARKS)

- a) Analyse six factors that may hinder effective communication in organisations (6 Marks)
- b) Describe six activities carried out in staffing in organisations (6 Marks)
- c) Examine four challenges posed by the emerging issues and trends in management (8 Marks)

QUESTION THREE (20 MARKS)

- a) Discuss factors that determine an organizations position on the decentralization-centralization continuum? (8 Marks)
- b) Examine three main types of plans in management. (6 Marks)
- c) Examine factors that determine an effective span of control in organizations. (6 Marks)

QUESTION FOUR (20 MARKS)

- a) Discuss the importance of organizational plans in management. (7 Marks)
- b) Describe the process of decision making normally adopted in organisations (7 Marks)
- c) Examine six motivational factors that may influence employee performance in organisations. (6 Marks)

QUESTION FIVE (20 MARKS)

- a) Explain the basic principles of organizing. (7 Marks)
- b) Explain four differences between Leadership and Management. (8 Marks)
- c) Discuss the significance of delegation as a managerial activity to organizations. (5 Marks)