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**KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY  
UNIVERSITY EXAMINATION, 2020/2021 ACADEMIC YEAR  
FIRST YEAR, FIRST SEMESTER EXAMINATION  
FOR THE DEGREE OF BACHELOR OF EDUCATION (ARTS)**

Date: 17<sup>th</sup> December, 2020  
Time: 11.30am – 1.30pm

**KBA 2109 - PRINCIPLES OF MANAGEMENT**

**INSTRUCTIONS TO CANDIDATES**

**ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS**

**QUESTION ONE (30 MARKS)**

- a) “Managers all over the world agree that failing to plan is planning to fail”. In the light of this statement, outline the benefits of planning to modern organization. (6 Marks)
- b) Identify the factors responsible for low productivity in modern organizations (6 Marks)
- c) Using illustration, differentiate between unity of Command and Unity of Direction (6 Marks)
- d) Highlight the factors determining ethical behaviours in an organization. (6 Marks)
- e) Explain the steps followed in the staffing process. (6 Marks)

**QUESTION TWO ( 20 MARKS)**

- a) Fredrick W. Taylor the father of scientific management among other classical theorists attempted to provide a solution at a time when organizations were faced by major inefficiencies in their production activities. Discuss his major contributions which are being applied in today’s organizations. (10 Marks)
- b) The business operates within a social framework. Discuss the socio-cultural environment in reference to the statement above (10 Marks)

**QUESTION THREE (20 MARKS)**

- a) Henry Fayol is often regarded to as the father of modern management theory. On the basis of his personal experience he developed 14 principles of management. Using an organization of your choice, outline the contribution of Henri Fayol to management citing their relevance to modern management practices. (12 Marks)
- b) A profession is a calling that requires specialized knowledge and often long intensive academic preparation. Discuss the concept of management as a profession (8 Marks)

**QUESTION FOUR ( 20 MARKS)**

- a) Discuss the major challenges facing business management in today's organization (10 Marks)
- b) Management without control leads to inefficiency within the organization. Discuss features of a good control system (10 Marks)

**QUESTION FIVE (20 MARKS)**

- a) Discuss application of Douglas Mac Gregors Theory X and Y to today's management (12 Marks).
- b) Individuals resist change, list and explain at least five reasons why employees resist change while offering possible solutions (8 Marks)