



Kasarani Campus
Off Thika Road
Tel. 2042692 / 3
P. O. Box 49274, 00100
NAIROBI
Westlands Campus
Pamstech House
Woodvale Grove
Tel. 4442212
Fax: 4444175

KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2019/2020 ACADEMIC YEAR
SECOND YEAR, FIRST SEMESTER EXAMINATION
FOR THE DEGREE OF BACHELOR OF SCIENCE
(BUSINESS ADMINISTRATION)

Date: 8th April, 2019
Time: 11.00am – 1.00pm

KBA 209 - PRINCIPLES AND PRACTICE OF MANAGEMENT

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- a) Explain three factors that a manager should consider when designing an organizational structure. (6 Marks)
- b) Highlight the principles of scientific management by Frederic Taylor which he felt would improve production (6 Marks)
- c) List the reasons for motivating personnel in organizations. (6 Marks)
- d) State factors affecting job design. (6 Marks)
- e) Explain the advantages of functional design. (6 Marks)

QUESTION TWO (20 MARKS)

- a) Explain behavioral management theory by Elton Mayo. (10 Marks)
- b) Discuss the process of employee selection. (10 Marks)

QUESTION THREE (20 MARKS)

- a) Explain the role of organization structure. (10 Marks)
- b) Describe the requirements for effective performance appraisal in organization. (10 Marks)

QUESTION FOUR (20 MARKS)

- a) Dynamic technological environment has prompted modern organizations to embrace technology in their operations. Discuss the critical role played by technology in organizations. (10 Marks)
- b) The contingency approach to leadership stipulate that leaders should be flexible to adapt to specific situations since no single approach can suffice every situation and still remain fully effective. Discuss. (10 Marks)

QUESTION FIVE (20 MARKS)

- a) Explain five sources of power in organizations. (10 Marks)
- b) Discuss the importance of planning in organizations. (10 Marks)