



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, 2020/2021 ACADEMIC YEAR
SECOND YEAR, FIRST SEMESTER EXAMINATION
FOR THE DEGREE OF BACHELOR OF EDUCATION (ARTS)
(BUSINE

Date: 17th December, 2020
Time: 11.30am – 1.30pm

KBA 209 - 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)