

**UNIVERSITY OF SCIENCE AND TECHNOLOGY**

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**University Examinations 2014/2015**

FIRST YEAR, FIRST SEMESTER EXAMINATION FOR DIPLOMA IN PURCHASING AND SUPPLIES MANAGEMENT, DIPLOMA IN BUSINESS ADMINISTRATION.

**HDC 0104: PRINCIPLES OF MANAGEMENT**

**DATE: DECEMBER 2014 TIME: 1 HOURS**

**INSTRUCTIONS:** *Answer question* ***one*** *and any other* ***two*** *questions*

**QUESTION ONE (30 MARKS)**

1. Describe four factors affecting span of control (4 marks)
2. Describe four forms of basis of power (4 marks)
3. Discuss three leadership styles (6 marks)
4. What is staff retention and why is it important in an organization (4 marks)
5. There are several types of organizational structures. Discuss any three such structures giving suitable examples (9 marks)
6. What is management and why is it important to study management (3 marks)

**QUESTION TWO (20 MARKS)**

Discuss the application of the modern principles of management as profounded by Henry Fayol in organization today (20 marks)

**QUESTION THREE (20 MARKS)**

1. Controlling in one of the functions of management. Discuss in detail the steps followed in controlling as a management function. (12 marks)
2. Describe eight characteristics of effective leaders (8 marks)

**QUESTION FOUR (20 MARKS)**

1. Discuss how leaders can take the function of organising within an organisation (10 marks)
2. Behaviour science is well illustrated in the Maslows hierarchy of needs. Explain it using a diagram (10 marks)

**QUESTION FIVE (20 MARKS)**

1. Planning is a very important management function. Discuss in detail seven steps undertaken in the planning process (14 marks)
2. What are the main limitations in the planning process and how does a manager overcome these limitations (6 marks)