



A Constituent College of Kenyatta University

**UNIVERSITY EXAMINATIONS 2011/2012 ACADEMIC YEAR**

**1<sup>ST</sup> YEAR EXAMINATION FOR THE DEGREE OF BACHELOR OF COMMERCE**

**COURSE CODE/ TITLE: BBA 102: PRINCIPLES OF MANAGEMENT**

**END OF SESSION II**

**DURATION: 3 HRS**

**DAY/TIME:**

**DATE:**

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**INSTRUCTIONS:**

Answer question One and any other Three questions

**Question One**

- a. i) Outline three functions of human resource management. **(4marks)**
- ii) Discuss the role of a human resource Manager in carrying out this role. **(3marks)**
- iii) Discuss how a Human Resource Manager can use supply and demand forecasting to acquire required employees. **(3marks)**
- b. i) Describe three techniques used in job analysis. **(3marks)**
- ii) Outline three merits of conducting job interviews to recruit employees. **(3marks)**
- iii) Describe two types of psychological tests that may be conducted during employees selection. **(3marks)**
- c. i) Outline three principles of a good disciplining procedure. **(3marks)**
- ii) State three requirements of an effective occupational health and safety policy. **(3marks)**

## Question Two

Managers have constraints within which they operate. Highlight at least four constraints and show how managers need to handle them in order to get organization fitness.

**(15marks)**

## Question Three

- a) Describe the functions of management. **(5marks)**
- b) Morality and CSR issues are becoming more and more prominent in business organizations. Discuss. **(10marks)**

## Question Four

a) Identify persons used by your organization to carry out the following:

- i) finance Management
- ii) administration
- iii) purchasing and Supply Management
- iv) sales Management

How effective do you ..... they are in their current positions. **(10marks)**

b) Propose what should be done to improve their performance. **(5marks)**

## Question Five

Describe the contribution made by the following persons in shaping the management theory.

- a. Fredrick W. Taylor (1856-1915) **(5marks)**
- b. Henry L. Gantt (1861-1919) **(5marks)**
- c. The Gilbreths **(5marks)**

## Question Six

Explain the following:-

- i) McGregor theory X and Y **(5marks)**
- ii) Division of work **(5marks)**
- iii) Choose two different functional structures and discuss their advantages and disadvantages. **(5marks)**