



MERU UNIVERSITY COLLEGE OF SCIENCE & TECHNOLOGY

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University Examinations 2012/2013

FIRST YEAR, FIRST SEMESTER EXAMINATIONS FOR DIPLOMA/CERTIFICATE IN
BUSINESS ADMINISTRATION

DBA 0104: PRINCIPLES OF MANAGEMENT

DATE: AUGUST 2012

TIME: 1½HOURS

INSTRUCTIONS: *Answer all questions*

SECTION A

QUESTIONS ONE

- a) Define the term management (2 marks)
- b) Describe ten principles of management as advanced by Henri Fayol (10 marks)
- c) Describe six characteristics of effective leaders (6 marks)
- d) Discuss the basic functions of management (12 marks)

SECTION B

Answer any two questions

QUESTION TWO

- a) Describe giving relevant examples four types of organizational structure (12 marks)
- b) Explain any four challenges facing organizations today (8 marks)

QUESTION THREE

- a) Discuss six methods a manager can use to motivate the staff in an organization (12 marks)
- b) Discuss the advantages and disadvantages of bureaucratic management system (8 marks)

QUESTION FOUR

- a) Discuss three leadership styles (10 marks)
- b) Behaviour science is well illustrated in the Maslows hierarch of needs. Explain it using a diagram (10 marks)

QUESTION FIVE

- a) Describe the eight steps undertaken in the planning process (12 marks)
- b) Explain the roles of a manger in an organization (8 marks)