



## MERU UNIVERSITY COLLEGE OF SCIENCE & TECHNOLOGY

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### University Examinations 2010/2011

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

HDC 0104: PRINCIPLES OF MANAGEMENT

DATE: DECEMBER 2010

TIME: 1½ HOURS

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INSTRUCTIONS: *Answer Question One and any other Two Questions*

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#### QUESTION ONE – (30 MARKS)

- (a) Identify any ten Principles of Management as expounded by Henri Fayol. (10 Marks)
- (b) Identify and explain any three leadership styles employed by managers. (10 Marks)
- (c) List any seven control techniques as may be used by a manager. (7 Marks)
- (d) The following are the three elements of planning. Explain what they are:
  - (i) Vision
  - (ii) Mission
  - (iii) Objectives (3 Marks)

#### QUESTION TWO – (20 MARKS)

- (a) Decision making is a systematic and planned process consisting of several interrelated phases. Discuss the seven phases as appropriate. (14 Marks)
- (b) Critically discuss the concept of span of control. (6 Marks)

#### QUESTION THREE – (20 MARKS)

Cheche Company is experiencing various problems ranging from:

- (i) Reduced productivity and profitability for the organization
- (ii) Minimal employee participation in the organization matters.
- (iii) High employee turnover from the organization
- (iv) Low employees' morale
- (v) Dis-harmony and dis-integration in the organization and within departments.

You are hired as a Human Resource consultant to advise this company. Which areas will you emphasize to ensure that Cheche Company's employees are motivated to work?

(20 Marks)

**QUESTION FOUR – (20 MARKS)**

- (a) Using suitable examples, explain four main factors that influence staffing processes in organizations. (10 Marks)
- (b) Name and briefly discuss any five types of organization structures. (10 Marks)

**QUESTION FIVE – (20 MARKS)**

- (a) Explain ten managerial roles of a company manager. (10 Marks)
- (b) Identify various ways of motivating employees in an organization. (10 Marks)