

BSC. IN INFORMATION SCIENCES
INS 213: PRINCIPLES AND PRACTICES OF MANAGEMENT
REGULAR EXAM - 2017/2018 ACADEMIC YEAR - SEMESTER II
MAIN AND NAIROBI CAMPUSES

INSTRUCTIONS TO CANDIDATES

TIME: 2 HRS 15 MIN

- ANSWER ANY THREE (3) QUESTIONS
- ALL QUESTIONS CARRY EQUAL MARKS

DATE:

- Q1.** (a) What do you understand by the term “Universality of Management”?
(b) Explain the differences between Henry Fayol’s and Robert Katz’s concept of universality of management.
- Q2.** (a) Explain the process involved in communication
(b) state the problem that affect communication of information in an organization.
- Q3.** (a) What do you consider to be the major differences between upward and downward communication?
(b) State the major problems that occur when information is communicated from bottom to top management.
- Q4.** (a) What is “leadership” in management?
(b) Describe the concept of situational approach.
- Q5.** Define the concept of planning and justify the need for planning in an organization.
- Q6.** Define the concept of “decision making” and describe three (3) core challenges facing decision making.