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**University Examinations 2015/2016**

FIRST YEAR FIRST SEMESTER EXAMINATION FOR CERTIFICATE IN BUSINESS ADMINISTRATION AND CERTIFICATE IN PURCHASING AND SUPPLIES MANAGEMENT

**BFE 1102: PRINCIPLES OF MANAGEMENT**

**DATE: NOVEMBER 2015 TIME: 11/2 HOURS**

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

**QUESTION ONE (30 MARKS)**

1. Define the term management. (3 Marks)
2. Mc Gregor Douglous’ Theory Y is one of the human relation theory of management. Explain the application of this theory to management. (7 Marks)
3. Discuss the basic functions of management. (10 Marks)
4. Outline and explain five characteristics of an effective leader. (10 Marks)

**QUESTION TWO (20 MARKS)**

1. Modern management uses the principles of management development by Henry Fayol. Describe seven of these principles showing how they are applied in organizations in Kenya. (14 Marks)
2. Outline and describe three styles of leadership. (6 Marks)

**QUESTION THREE (20 MARKS)**

1. Planning is performed at multiple levels within an organization. Enumerate the importance of planning to any organization. (12 Marks)
2. Differentiate between the following concepts:
3. Organization and organizing. (4 Marks)
4. Open system and closed system. (4 Marks)

**QUESTION FOUR (20 MARKS)**

1. Distinguish between microenvironment and macro environment, giving examples of each. (10 Marks)
2. Discuss five challenges in modern day management. (10 Marks)

**QUESTION FIVE (20 MARKS)**

1. Describe Maslow’s hierarchy of needs. (10 Marks)
2. Discuss five disadvantages of bureaucratic method of management. (10 Marks)