



KISII UNIVERSITY
UNIVERSITY EXAMINATIONS
THIRD YEAR EXAMINATION FOR THE AWARD OF THE
DEGREE OF BACHELOR OF IN INFORMATION SCIENCE
FIRST SEMESTER 2022/2023
[SEPTEMBER-DECEMBER, 2022]

INS 340: PRINCIPLES AND PRACTICE OF MANAGEMENT

STREAM: Y3S1

TIME: 2 HOURS

DAY: WEDNESDAY, 3:00 – 5:00 PM

DATE: 21/12/2022

INSTRUCTIONS

- 1. Do not write anything on this question paper.**
- 2. Answer question ONE and any other TWO questions.**

- a) Discuss the functions of a manager with reference to information centers. (10 Marks)
 - b) Explain the skills required for an information manager. (5 Marks)
 - c) Briefly discuss the levels of management. (5 Marks).
 - d) Discuss the challenges facing contemporary information managers. (10 Marks)
- a) Discuss the contributions of scientific theory to modern management. (10 Marks)
 - b) Quality is essential in business organizations. Explain the principles of TQM. (10 Marks)
- a) Discuss any three leadership styles you would use in your organization indicating their strengths. (12 Marks).
 - b) Explain the roles of an information manager. (8 Marks)
- a) Explain the causes of change and highlight reasons why employees often resist change. (12 Marks)
 - b) Explain why managers fear to delegate. (8 Marks)
- a) With an aid of a diagram, discuss the Maslow hierarchy of needs theory. (10 Marks)
 - b) Explain Elton Mayo's contribution to management. (10 Marks)