



KISII UNIVERSITY
UNIVERSITY EXAMINATIONS

FIRST YEAR EXAMINATION FOR THE AWARD OF THE DEGREE OF
BACHELOR OF ARTS IN COMMUNITY DEVELOPMENT
SECOND SEMESTER, 2023/2024
(JANUARY-APRIL, 2024)

AGBM 102: PRINCIPLES OF MANAGEMENT

STREAM: Y1 S2

TIME: 2 HOURS

DAY: MONDAY, 12:00 – 2:00 P.M.

DATE: 08/04/2024

INSTRUCTIONS

1. *Do not write anything on this question paper.*
2. *Answer Question ONE (compulsory) and any other TWO Questions.*

QUESTION ONE

- a. Write notes on the following:
 - i. Management is a science and an art. (2 marks)
 - ii. Decisional roles of a manager. (2 marks)
- b. “Organizations should motivate their employees”. Explain. (4 points)
- c. Ineffective communication might affect planning, coordination, and realization of change. Comment. (6 marks)
- d. Discuss major criticisms against the human relations approach of management. (4 marks)
- e. Differentiate between delegation and responsibility. (2 marks)
- f. Write notes on:
 - i. Coordination and cooperation
 - ii. Horizontal coordination
 - iii. Unity of action
 - iv. Voluntary coordination
 - v. Vertical coordination

QUESTION TWO

- a. Explain five (5) environmental changes that might impact on the effective planning by an organisation. (5 marks)
- b. Explain four (4) principles of Scientific Management Theory as advanced by Fredrick Taylor. (4 marks)
- c. Discuss four (4) roles that communication plays in the delegation process. (8 marks)
- d. Explain four (4) errors that managers might make during the decision making process. (3 marks)

QUESTION THREE

Clinton Ogot has been appointed as a new General Manager of Group life Limited following the retirement of the former General Manager. He intends to bring changes that would lead to the growth of the organisation.

- a. Analyse five (5) functions that Clinton Ogot would be expected to perform in the organisation. (10 marks)
- b. Discuss five (5) reasons why Group Life employees might resist change. (10 marks)

QUESTION FOUR

- a. Relate the roles of organizing as a management function. (10 marks)
- b. Organizations need to conduct environmental scanning to stay updated and competitive. Comment. (4 marks)
- c. Discuss strategies that a manager could apply to increase employee productivity in an organisation. (6 marks)

QUESTION FIVE

- a. Define attitude. Why is the study of attitude necessary for the human resource development (HRD) profession? (7 marks)
- b. 'Coordination is the essence of management.' In the context of this statement, discuss the relationship between coordination and managerial functions. (6 marks)
- c. Explain the difference between SWOT analysis and TOWS matrix. How can these two tools help an organization to understand the possible environmental impact on their business? (7 marks)