



KISII UNIVERSITY

UNIVERSITY EXAMINATIONS

SECOND YEAR EXAMINATION FOR THE AWARD OF THE DIPLOMA IN LIBRARY & INFORMATION TECHNOLOGY

FIRST SEMESTER 2023/2024

[JAN – APRIL, 2024]

DLIS 0213: PRINCIPLES AND PRACTICES OF MANAGEMENT

STREAM: Y2 S2

TIME: 2 HOURS

DAY: THURSDAY, 3:00 - 5:00 P.M.

DATE: 18/04/2024

INSTRUCTIONS

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

QUESTION ONE

- Define the term management and what it encompasses. [3 marks]
 - Discuss three levels of management in an organization. [9 marks]
 - Explain the steps involved in the planning process of management [8marks]
 - Outline five challenges managers face during the decision making process. [5 marks]
- e) Define the following terms; [5 marks]
- Management
 - Planning
 - Decentralization.
 - Directing
 - Staffing

QUESTION TWO

- Employees can be motivated differently, explain the theories that direct managers on how to motivate employees. [8 marks]

- b) Controlling function is important for the success of every organization.
Explain the uses of this function in the organization. [7marks]
- c) Briefly explain the budget making process. [5 marks]

QUESTION THREE

- a) With an aid of a diagram, discuss the Maslow's hierarchy of needs.
[12 marks]
- b) Highlight four skills of management. [8 marks]

QUESTION FOUR

- a) Explain five qualities of a good manager. [10 marks]
- b) Discuss the advantages of delegation in an organization. [10 marks]

QUESTION FIVE

Discuss Henry Fayol's principles and explain how they are applicable in the management of libraries and information centers today. [20 marks]