



**KISII UNIVERSITY**  
**UNIVERSITY EXAMINATIONS**

**THIRD YEAR EXAMINATION FOR THE AWARD OF THE DEGREE OF**  
**BACHELOR OF INFORMATION TECHNOLOGY**  
**FIRST SEMESTER 2023/2024**  
**[JAN – APRIL, 2024]**

**INS 340: PRINCIPLES AND PRACTICES OF MANAGEMENT**

**STREAM: Y3 S1**

**TIME: 2 HOURS**

**DAY: TUESDAY, 12:00 - 2:00 P.M.**

**DATE: 09/04/2024**

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**INSTRUCTIONS**

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

**QUESTION ONE**

- a) Write short notes on the following: -
- |                                         |          |
|-----------------------------------------|----------|
| i. Planning                             | (2marks) |
| ii. Span of control                     | (2marks) |
| iii. Scientific management              | (2marks) |
| iv. Social responsibilities of Business | (2marks) |
| v. Co-ordination                        | (2marks) |
- b) Explain the relationship between planning and controlling in an organization (10marks)
- c) Discuss Qualities of a Leader in an Organization (10 marks)

**QUESTION TWO**

- a) Discuss the importance of Management (10 marks)
- b) Describe the Qualities of a Successful Manager. (10 marks)

**QUESTION THREE**

- a) Discuss the role of various approaches of management in management theory. Which approach do you think, adequately clears the nature of management. (10 marks)

- b) What do you understand by the term Supervisor in the levels of management, and Explain the Role of a Supervisor (10 marks)

**QUESTION FOUR**

- a) Define “leadership”. Explain the importance of leadership in management (10 marks)
- b) Differentiate between individual and group Decision-making. Briefly discuss how the barriers to effective decision making can be overcome (10 marks)

**QUESTION FIVE**

- a) Discuss the functions of Management (10 marks)
- b) Explain Decision Making and Steps involved in Decision Making (10 marks)