

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

**EXAMINATION FOR THE AWARD OF DEGREE OF BACHELOR OF EDUCATION
(ARTS)**

BCOM 103: PRINCIPLES OF MANAGEMENT

STREAMS:

TIME: 2 HOURS

DAY/DATE: MONDAY 4/12/2017

2.30 P.M – 4.30 P.M

INSTRUCTIONS:

- **Answer question one and any other two questions**
- **Don not write on the question paper**

1. (a) Explain the meaning and the nature of management. [10marks]
(b) Explain the universality of management? Support your argument. [7marks]
(c) Explain the relationship between ;
 - (i) Managerial functions and organization hierarchy. [4marks]
 - (ii) Managerial skills and organization hierarchy. [4marks]
2. (a) Explain clearly the features scientific of management as profound by Fredrick Winslow Taylor 1856 -1925. [15marks]
(b) Distinguish between line and staff authority. [5marks]
3. (a) Discuss the process of organizing in a service industry. [10marks]
(b) Why are managers reluctant to delegate authority. [10marks]
4. (a) Explain the meaning and importance of span of management. [4marks]
(b) Discuss styles of leadership. [9marks]

(c) Describe seven (7) techniques used in managerial control.

[7marks]
