



The Co-operative University College of Kenya
(A Constituent College of Jomo Kenyatta University of Agriculture & Technology)

SUPPLEMENTARY/SPECIAL EXAMINATION -2016

**EXAMINATION FOR THE DEGREE OF BACHELOR OF SCIENCE IN DISASTER
MANAGEMENT**

UNIT CODE: CODM 2205

UNIT TITLE: PRINCIPLES OF PRACTICE OF MANAGEMENT

DATE:

TIME: 2 HOURS

INSTRUCTIONS:

- Answer question **ONE (compulsory)** and any other **TWO** questions

QUESTION ONE

The world suffers more from a crisis of mismanagement than any other calamity. This is evidenced by a number of reported factual incidents from both the private and public sectors. Media reports show numerous cases of management malpractices, misallocation of resources, misappropriations, and outright lack of diligence which eventually leads to the collapse of several enterprises. Increasingly, managers are under pressure to enhance their managerial competencies, behave more ethically, achieve efficiency and effectiveness, and manage for posterity.

Using the above case, answer the following questions:

- (a) Explain FOUR basic management functions that all managers strive to accomplish (16 marks)
 - i. Indicate how strict adherence to the FOUR basic management functions will help to alleviate the management crisis observed (4 marks)
- (b) Draw a distinction between efficiency and effectiveness (4 marks)
- (c) Describe THREE key skills that all managers should firmly embrace (6 marks)

QUESTION TWO

- (a) Briefly explain the roles of each of these levels of management
 - i. Top (2 marks)
 - ii. Middle (2 marks)
 - iii. Line/supervisory (2 marks)
- (b) Differentiate between an individual performer a manager (8 marks)
- (c) Explain THREE challenges of being a manager (6 marks)

QUESTION THREE

- (a) Briefly explain the characteristics of scientific management school in terms of its general approach, contribution and limitations
- (b) Compare and contrast McGregor's Theory X and Theory Y
 - ii) According to you which of the two theories is the best?

QUESTION FOUR

- (a) Explain the following terms and give a relevant examples in each case
- i. General environmental (2 marks)
 - ii. Task environment (2 marks)
 - iii. Internal environment (2 marks)

QUESTION FIVE

- (a) Explain the following terms:
- i. Authority (2 marks)
 - ii. Responsibility (2 marks)
 - iii. Departmentalization (2 marks)
- (b) Describe THREE qualities of charismatic leader (6 marks)
- (c) Explain the FOUR dimensions of a balanced score card (8 marks)