

Name: _____ Index No: _____/_____

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 2903/303 2909/303 2920/303
 2906/303 2912/303 2922/303

Candidate's Signature _____

Date _____

**PRINCIPLES AND PRACTICE
 OF MANAGEMENT**
 July 2015
 Time: 3 hours



THE KENYA NATIONAL EXAMINATIONS COUNCIL

**BUSINESS EDUCATION SINGLE AND GROUP CERTIFICATE EXAMINATIONS
 STAGE III**

- DIPLOMA IN SUPPLY CHAIN MANAGEMENT**
- DIPLOMA IN BUSINESS MANAGEMENT**
- DIPLOMA IN HUMAN RESOURCE MANAGEMENT**
- DIPLOMA IN ROAD TRANSPORT MANAGEMENT**
- DIPLOMA IN TOURISM MANAGEMENT**
- DIPLOMA IN TOUR GUIDING MANAGEMENT**
- DIPLOMA IN INFORMATION COMMUNICATION TECHNOLOGY**
- DIPLOMA IN PROJECT MANAGEMENT**
- MODULE III**

PRINCIPLES AND PRACTICE OF MANAGEMENT

3 hours

INSTRUCTIONS TO CANDIDATES

- Write your name and index number in the spaces provided above.*
- Sign and write the date of the examination in the spaces provided above.*
- This paper consists of SEVEN questions.*
- Answer any FIVE questions.*
- All questions carry equal marks.*
- Write your answers in the spaces provided in this question paper.*
- Do NOT remove any pages from this question paper.*
- Candidates should answer the questions in English.*

For Examiner's Use only

Question	1	2	3	4	5	6	7	TOTAL SCORE
Candidate's Score								

This paper consists of 16 printed pages.

Candidates should check the question paper to ascertain that all the pages are printed as indicated and that no questions are missing.

1. (a) Explain **five** measures that managers should take to ensure effective human resource planning in an organization. (10 marks)
- (b) A good employee motivation system should possess certain characteristics. Outline **five** such characteristics. (10 marks)
2. (a) Explain **five** benefits that an organization may derive from the use of committees in decision making. (10 marks)
- (b) Highlight **five** ways in which application of the scientific management principles may fall short of providing management solutions in an organization. (10 marks)
3. (a) The trait theory of leadership has stipulated certain traits that effective leaders should possess. Explain **five** such traits. (10 marks)
- (b) Give **five** reasons that make it necessary for organizations to spend huge resources towards the motivation of their employees. (10 marks)
4. (a) Highlight **six** factors that should be considered when determining the span of control in an organization. (12 marks)
- (b) Describe the steps that should be followed when executing the control process in an organization. (8 marks)
5. (a) Many organizations train their employees on a regular basis. Give **five** reasons that may account for this practice. (10 marks)
- (b) Outline **five** challenges in the economic environment that may affect a manager's ability to effectively carry out his duties. (10 marks)
6. (a) Explain **five** benefits that an organization may derive from the use of Management by Objectives as a style of management. (10 marks)
- (b) Coordination plays certain roles in the management of an organization. Outline these roles. (10 marks)
7. (a) Explain **five** personal attributes that may influence the type of leadership style that a manager chooses to use in an organization. (10 marks)
- (b) The budget is a popular a tool of control in many organizations. Give **five** reasons that may account for this popularity. (10 marks)

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