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**PRINCIPLES AND PRACTICE OF
MANAGEMENT**

July 2017

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 COOPERATIVE 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
DIPLOMA IN MARINE TRANSPORT LOGISTICS
DIPLOMA IN HUMAN RESOURCE MANAGEMENT
DIPLOMA IN DISASTER MANAGEMENT**

MODULE III

PRINCIPLES AND PRACTICE OF MANAGEMENT

3 hours

INSTRUCTIONS TO CANDIDATES

This paper consists of SEVEN questions.

Answer any FIVE questions.

Write your answers in the answer booklet provided

All questions carry equal marks.

Candidates should answer the questions in English.

This paper consists of 2 printed pages.

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

1. (a) ✓ Outline **five** ways in which the bureaucratic approach to management has contributed to modern management practice. (10 marks)
- (b) ✓ Highlight **five** measures that should be taken by management to ensure effective planning in an organization. (10 marks)
2. (a) ✓ Give **six** reasons that may make a subordinate reluctant to take-up delegated work in an organization. (12 marks)
- (b) Describe the steps followed in the process of management control in a business firm. (8 marks)
3. (a) ✓ Explain **five** challenges that organizations may face from the use of committees in decision making. (10 marks)
- (b) Explain **five** external environment factors that may affect the operations of a business organization. (10 marks)
4. (a) Outline **four** benefits that an organization may derive from matching employee skills with job requirements. (8 marks)
- (b) A good management control system should meet certain requirements. Highlight **six** such requirements. (12 marks)
5. (a) Explain **six** benefits that an organization may get from filling vacant job positions from internal sources. (12 marks)
- (b) Highlight **four** criticisms that may be used against the application of the trait theory of leadership in an organization. (8 marks)
6. (a) ✓ Outline **six** measures that the management of an organization can take to motivate its workers. (12 marks)
- (b) Highlight **four** categories of leadership behaviours that are associated with the path-goal theory of leadership. (8 marks)
7. (a) ✓ Explain **six** conditions that are necessary for effective coordination of activities in an organization. (12 marks)
- (b) Outline **four** challenges that an organization may face from lowering the retirement age of its employees. (8 marks)

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