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FINAL EXAMINATION**

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**COURSE NAME : PRINCIPLE OF MANAGEMENT  
COURSE CODE : DHM1053  
EXAMINATION : APRIL 2018  
DURATION : 3 HOURS**

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**INSTRUCTION TO CANDIDATES**

1. This examintaion paper consists of **THREE (3) parts**:
  - PART A (20 Marks)
  - PART B (40 Marks)
  - PART C (40 Marks)
  
2. Candidates are not allowed to bring any material to examination room except with the permission from the invigilator.
  
3. Please check to make sure that this examination pack consist of:
  - i. Question Paper
  - ii. Objective Answer Paper
  - iii. Answer Booklet

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**DO NOT TURN THIS PAGE UNTIL YOU ARE TOLD TO DO SO**

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*This examination paper consists of 9 printed pages including front page*

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**PART A**

This part contains of **TWENTY (20)** questions.

Answer ALL in Objective Answer Paper.

1. \_\_\_\_\_ ability of the manager to reward the subordinate for obeying orders.
  - A. Promise power
  - B. Reward power
  - C. Coercive power
  - D. Legitimate power
  
2. \_\_\_\_\_ is the process whereby an individual or a group of individuals uses organized efforts and means to pursue opportunities to create value and grow by fulfilling wants and need through innovation and uniqueness.
  - A. Business
  - B. Marketing
  - C. Management
  - D. Entrepreneurship
  
3. \_\_\_\_\_ comes because public believes in them and their ideas
  - A. Reward power
  - B. Promise power
  - C. Referent power
  - D. Legitimate power
  
4. \_\_\_\_\_ is the method of shaping a company's future and involves determining the long run direction of the organization.
  - A. mission
  - B. purpose
  - C. strategy
  - D. objective

5. Decision making process has four steps, Give the first step in decision making process.
- A. Develop the alternatives
  - B. Investigate the situations
  - C. Implementation of the solution
  - D. Evaluate the alternatives and selections

Guide to thinking and decision-making Standing plan for repetitive	Guide for allocation of resources Immediate plan according to circumstances
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6. This is distinction between \_\_\_\_\_ and \_\_\_\_\_
- A. Plan and apply
  - B. Plan and policy
  - C. Strategy and plan
  - D. Policy and strategy
7. What is the meaning of delegations of work in an organization
- A. Multitasking of works
  - B. Distribution of work to staff
  - C. Working in less stressful place
  - D. Informal organization environment
8. **S.W.O.T** are referring to:
- A. Strong, weak, opposite and turn
  - B. Slow, wrong, opponent and threat
  - C. Strength, weakness, opposite and threat
  - D. Strength, weakness, opportunity and threat

9. The rational model of decision making is stated below **EXCEPT**:
- A. Continuous process
  - B. Involves in series of steps
  - C. It will enhance decision making process
  - D. Bring disaster to internal and external functions
10. \_\_\_\_\_ is the process of deciding in advance what is to be done, where, how and by whom it is to be done.
- A. Leading
  - B. Planning
  - C. Controlling
  - D. Organizing
11. \_\_\_\_\_ means to structure or arrange the relationship between people, the work to be done, and the facilities so that goals are achieve.
- A. Policy
  - B. Mentoring
  - C. organizing
  - D. processing
12. \_\_\_\_\_ means the most basic need of human to survive in hierarchy of Maslow.
- A. Physiological needs
  - B. Safety security needs
  - C. Self-actualization needs
  - D. Social or belonging needs
13. Below are traditional organizations ways of managing company **EXCEPT**:
- A. Stabled
  - B. Inflexible
  - C. Individual oriented
  - D. Customer oriented

14. 

<ul style="list-style-type: none"><li>➤ Identification of problem</li><li>➤ Identification of alternatives to solve the problem</li><li>➤ Evaluation of alternatives for solving the problem</li><li>➤ Choosing the best alternative</li></ul>
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All of the statements above refer to \_\_\_\_\_

- A. Leading process
  - B. Planning process
  - C. Decision making process
  - D. Controlling making process
15. Managers of theory X view the employees in term of the following characteristic:
- A. irresponsible
  - B. willing to work
  - C. capable of self-control
  - D. capable of directing themselves
16. A good company will need a very good management team. All those are important to create a very successful management team. It is including \_\_\_\_\_
- A. Flexible, stable, no diplomacy, competitors based, strict statement.
  - B. Follow the rule, strictly implements, and no diplomacy and result bases.
  - C. Inflexible, limited application, no diplomacy, not absolute, general statement
  - D. Flexibility, universal application, principles are relative; not absolute, based on situation and general statements.
17. \_\_\_\_\_ is define as the process of directing and influencing the task related of group members.
- A. Traits
  - B. Principle
  - C. Application
  - D. Leadership



18. Level of management can be described into three categories which \_\_\_\_\_, \_\_\_\_\_ & \_\_\_\_\_.

- A. Lower level, middle level, top level
- B. Lower manager, middle manager, upper manager
- C. Lower level management, middle management, top management
- D. Lower class management, middle class management, upper class management

19. \_\_\_\_\_ is a process to ensure actual activities conform to planned activities.

- A. Leading
- B. Planning
- C. Controlling
- D. organizing

20. Gives examples of workplace violence.

- A. Struck a co-worker
- B. Helping other workers
- C. Set clear work standards
- D. Plans and defines work to be done

**[20 MARKS]**

**PART B**

This part contains of **EIGHT (8)** questions.

Answer **ALL** questions in Answering Booklet.

**QUESTION 1**

List down any **FIVE (5)** human skills that benefits management function.

(5 marks)

**QUESTION 2**

Write down **FIVE (5)** theory Y managers, view their employees.

(5 marks)

**QUESTION 3**

List down **FIVE (5)** benefits on delegation of work.

(5 marks)

**QUESTION 4**

List down **FIVE (5)** bases of departmentalization.

(5 marks)

**QUESTION 5**

List down any **FIVE (5)** characteristic of a good leader.

(5 marks)

**QUESTION 6**

Give any **FIVE (5)** motivation benefits in an organization.

(5 marks)

**QUESTION 7**

List down any **FIVE (5)** forms of verbal and non-verbal communication.

(5 marks)

**QUESTION 8**

Write down **FIVE (5)** communication process.

(5 marks)

**[40 MARKS]**



**PART C**

This part contains **FOUR (4)** questions.

Answer **ALL** the questions in Answering Booklet.

**QUESTION 1**

SWOT analysis is one of the most powerful tools in marketing strategy to help organization whether internal or on external factors.

a. Define SWOT properly

(2 marks)

b. Explain in detail about SWOT analysis in simplest word.

(8 marks)

**QUESTION 2**

Power is the ability to exert influence. When a person is able to change the behaviour or attitudes of other individuals, it is said that he has a power. Thus, a manager's power is his ability to cause subordinates to do what he wishes them to do.

a. List and explain in detail common types of power.

(10 marks)

**QUESTION 3**

There are three types of managers and these managers have different titles depending on the field or department which they work.

a. Provide some examples of the titles commonly found at each hierarchy level.

(10 marks)

**QUESTION 4**

Most widely known and a popular theory of motivation, this theory was introduced by Abraham Maslow.

- a. List and explain in detail five needs of hierarchical order.

(10 marks)

**[40 MARKS]**

**END OF QUESTION PAPER**



