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FINAL EXAMINATION**

COURSE NAME : PRINCIPLES OF MANAGEMENT
COURSE CODE : DHM 1053
EXAMINATION : OCTOBER 2018
DURATION : 3 HOURS

INSTRUCTION TO CANDIDATES

1. This examination 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

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

This examination paper consists of 9 printed pages including front page

PART A

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

Answer **ALL** in Objective Answer Paper.

1. Management can be defined as _____
 - A Management is a process of designing and keep design until the design turn to be a reality
 - B Management is a way of working together and only work as in team without any individual skills involve.
 - C Management is a process of combining design and idea and turn to be a theory paper only in a group of people.
 - D Management is a process of designing and maintaining an environment in which individual working together in groups efficiently accomplish the selected arm.

2. Management applies to managers at all organizational levels. All managers carry out managerial function. However, the time spent for each function may differ. This statement refers to _____ definition.
 - A levels of leading
 - B levels of manager
 - C levels of managing
 - D levels of management

3. 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

4. "Fundamental statement of truth providing a guide to thought and action", this is referring to _____
- A Policy
 - B Principle
 - C Application
 - D Complication
5. 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.
6. Although planning is a primary function of management and facilitates various others management functions, it has many barriers and limitations such as:
- A Controlling cost
 - B Costly process
 - C Unlimited scope
 - D Purchasing cost
- 7.
- Identification of problem
 - Identification of alternatives to solve the problem
 - Evaluation of alternatives for solving the problem
 - Choosina the best alternative

Figure 1

All of the statements above refer to _____

- A leading process
- B planning process
- C decision making process
- D controlling making process

8. Below are traditional organizations ways of managing company **EXCEPT**:
- A Stabled
 - B Inflexible
 - C Individual oriented
 - D Customer oriented
9. Workforce diversity is about _____
- A a workforce that only focuses on production
 - B a workforce that's more heterogeneous more on gender and it is not involve things race and age.
 - C a workforce that's more on focusing and working with surrounding environment without care about the objective or goal of company
 - D a workforce that's more heterogeneous in terms of gender, race, ethnicity, age and other characteristics that reflect differences
10. _____ is a chronological sequence of steps to be undertaken to enforce a policy and to attain a specific manner in which a particular activity is to be performed.
- A Plan
 - B Policy
 - C Product
 - D Procedure
11. _____ 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

12. Characteristics of a good policy are mentioned below **EXCEPT**:

- A Should be in verbal only
- B Should be simple, definite, clear and flexible
- C It helps company in accomplishing its objective
- D Reflect internal and external business environment

13. 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

14. _____ means a network of personal and social relationships not established or required by the formal organization but arising spontaneously as persons associate with each other

- A Organizing
- B Organization
- C Formal organization
- D Informal organization

Guide to thinking and decision-making Standing plan for repetitive	Guide for allocation of resources Immediate plan according to circumstances
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Figure 2

15. This is distinction between _____ and _____

- A plan and apply
- B plan and policy
- C strategy and plan
- D policy and strategy

16. _____ refers to a capacity that A has to influence the behavior of B so that B does something he or she would not otherwise do.
- A Push
 - B Force
 - C Power
 - D Reflect
17. _____ means the intentional structure or roles in a formally organized company
- A Formal organization
 - B Normal organization
 - C Informal organization
 - D Abnormal organization
18. _____ comes because public believes in them and their ideas
- A Reward power
 - B Promise power
 - C Referent power
 - D Legitimate power
19. _____ 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
20. _____ ability of the manager to reward the subordinate for obeying orders.
- A Promise power
 - B Reward power
 - C Coercive power
 - D Legitimate power

[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)** importance of planning.

(5 marks)

QUESTION 3

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

(5 marks)

QUESTION 4

List down **FIVE (5)** hierarchy of human needs.

(5 marks)

QUESTION 5

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

(5 marks)

QUESTION 6

Give any **FIVE (5)** examples of work place violence.

(5 marks)

QUESTION 7

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

(5 marks)

QUESTION 8

Write down any **FIVE (5)** tips for overcoming the barriers to communication.

(5 marks)

[40 MARKS]

PART C

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

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

QUESTION 1

Procedures are clear-cut administrative specifications prescribing the time sequence for work to be done. They can be established for a wide variety of work such as recruitment of staff, termination of staff, wage payment etc.

- a. Write the procedure of hiring new staff in a company.

(10 marks)

QUESTION 2

Planning is the process of deciding in advance what is to be done, where, how and by whom it is to be done. Planning as a process involves anticipation of future course of events and deciding the best course of action.

- a. Develop steps in planning of an organization.

(10 marks)

QUESTION 3

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 4

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

a. Define SWOT

(2 marks)

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

(8 marks)

[40 MARKS]

END OF QUESTION PAPER