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University Examinations 2023/2024

SECOND YEAR SECOND SEMESTER EXAMINATION FOR THE DEGREE OF BACHELOR OF SCIENCE IN HOSPITALITY AND TOURISM MANAGEMENT AND BACHELOR OF SCIENCE IN MATHEMATICS AND COMPUTER SCIENCE

FIRST YEAR SECOND SEMESTER EXAMINATION FOR THE DEGREE OF BACHELOR OF SCIENCE IN HEALTH SYSTEMS MANAGEMENT, BACHELOR OF EDUCATION ARTS(MATHS/BUSINESS/GEOG/HISTO/BUSINESS), BACHELOR OF PROCUREMENT AND LOGISTICS MANAGEMENT

BFB 3101/NNH 3154: PRINCIPLES OF MANAGEMENT

DATE: APRIL 2024 **TIME: 2 HOURS**

INSTRUCTIONS: *Answer question **one** and any other **two** questions*

QUESTION ONE (30 MARKS)

a) (i) Define management

(ii) Explain its importance in organizations (7 marks)

b) Explain the term business environment in relation to principles of management and describe the two types of business environments. (5marks)

c) Discuss the different types of decisions managers make and the factors that influence decision making. (8marks)

d) Discuss the planning process in detail. Identify and explain the steps involved in effective planning. (10marks)

QUESTION TWO (20 MARKS)

a) According to Henri Fayol for a manager to be successful, he needs to perform various managerial functions. Discuss (10marks)

b) Discuss the evolution of management thought and its relevance in the modern business environment. (10marks)

QUESTION THREE (20 MARKS)

a) Elaborate the term organizational structure and describe the various types of organizational structures. (10 marks)

b) Compare and contrast different leadership theories (e.g., trait theory, behavioral theory, contingency theory). Explain how different leadership styles impact employee motivation and organizational performance. (10marks)

QUESTION FOUR (20 MARKS)

a) (i) Define corporate social responsibility
(ii) enumerate the importance of CSR for organizations and society (8 marks)

b) Elaborate the benefits of planning in business management. (5marks)

c) Identify-and-explain the different types of control mechanisms used by organizations to monitor and evaluate performance. (7marks)

QUESTION FIVE (20 MARKS)

a) Explain the challenges and opportunities of managing in a global environment. (10marks)

b) Describe the decision-making process in management and elaborate the factors that influence decision making by managers. (10 marks)