

KASNEB

ATD LEVEL II

DCM LEVEL II

PRINCIPLES OF MANAGEMENT

MONDAY: 21 November 2016.

Time Allowed: 3 hours.

Answer any FIVE questions.

ALL questions carry equal marks.

QUESTION ONE

- (a) Explain the following types of authority:
- (i) Traditional authority. (2 marks)
 - (ii) Charismatic authority. (2 marks)
 - (iii) Legal authority. (2 marks)
- (b) Describe three types of management information systems which could be used for control in an organisation. (6 marks)
- (c) Analyse four types of time-based control. (8 marks)
- (Total: 20 marks)**

QUESTION TWO

- (a) Enumerate six characteristics of an effective managerial policy. (6 marks)
- (b) Outline six qualities of an entrepreneurial leader. (6 marks)
- (c) Describe four types of budgets. (8 marks)
- (Total: 20 marks)**

QUESTION THREE

- (a) Explain two differences between "training" and "development". (4 marks)
- (b) Highlight six principles of an effective job advertisement. (6 marks)
- (c) Discuss five duties of a human resource officer. (10 marks)
- (Total: 20 marks)**

QUESTION FOUR

- (a) Outline eight factors that could be considered in departmentation of an organisation. (8 marks)
- (b) Evaluate six benefits that might accrue to an organisation from applying business ethics. (12 marks)
- (Total: 20 marks)**

QUESTION FIVE

- (a) Analyse four factors that an organisation might take into consideration in designing an organisational control system. (4 marks)
- (b) Outline eight types of external information that managers could require in order to draw a strategic plan. (8 marks)
- (c) Evaluate four conditions that might call for close supervision in the work place. (8 marks)
- (Total: 20 marks)**

QUESTION SIX

- (a) Enumerate five reasons why managers require human skills in an organisation. (10 marks)
 - (b) Analyse five drawbacks of scientific management approach. (10 marks)
- (Total: 20 marks)**

QUESTION SEVEN

- (a) Explain five measures that an organisation might take in order to improve the working environment of supervisors. (10 marks)
 - (b) Evaluate five criticisms of formal planning by organisations. (10 marks)
- (Total: 20 marks)**
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