

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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