



**END TERM EXAMINATIONS  
SCHOOL OF EDUCATION AND SOCIAL SCIENCES**

**KITENGELA CAMPUS**

**SECOND SEMESTER, 2025/2026 ACADEMIC YEAR**

**EXAMINATION FOR THE DEGREE IN BUSINESS ADMINISTRATION  
BBA-1113: PRINCIPLES OF MANAGEMENT**

**STREAM: DEGREE**  
**EXAMINATION SESSION: 1**  
**DAY: XXXXXX**

**TIME: 2 HOURS**  
**YEAR: 2025**  
**DATE: XXXXX**

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**INSTRUCTIONS:**

1. Attempt ALL the questions in **Section A**
  2. Attempt any **Two** questions in **Section B**
  3. The entire exam is worth forty (**40**) marks.
  4. Write **ONLY** on the space provided on the answer sheet or as otherwise instructed.
  5. Where necessary Show your work clearly.
  6. Do **NOT** attempt to access any library, online (audio, video, digital or electronic) or paper based (written), sources for your answers unless this is clearly advised in the Question.
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## **SECTION A (COMPULSORY)**

### **QUESTION ONE**

- a) A policy serves as a valuable guide to the managers when they take certain important decisions, policies provide ready answers to question pertaining to certain issues. They prescribe the limits within which the decisions have to be made. With this in mind, explain any three types of policies. **[6 Marks]**
- b) Before Fayol, it was generally believed that “managers are born, not made. Fayol insisted, however, that management was a skill like any other-one that could be taught once its underlying principles were understood. Explain five of Fayol’s 14 Principles of management. **[5 Marks]**
- c) Many organizations’, which were centralized at earlier stages, have been forced to go for decentralization simply because they could not cope up with the situation under centralized authority. In line with this, explain five benefits of decentralization. **[5 Marks]**
- d) Briefly outline the following plans as described by different levels of scope. **[3 Marks]**
- i. Strategic Plans
  - ii. Tactical Plans
  - iii. Operational plans

## **SECTION B (CHOOSE ANY TWO)**

### **QUESTION TWO**

- (a) Decision-making involves a number of steps which need to be taken in a logical manner. The scientific method of decision-making involves the following six steps. Explain any five Steps involved in decision process. **[5 Marks]**
- (b) Management by objectives (MBO) is a very good management technique and widely used by many managers. Highlight five stages involved in the process of MBO. **[5 Marks]**

### **QUESTION THREE**

- (a) Organization committees are quite popular at different levels for various functions. Explain any five types of committees. **[5 Marks]**

- (b) Decision-making involves a number of steps which need to be taken in a logical manner. Highlight five steps involved in this scientific method of decision-making. **[5 Marks]**

#### **QUESTION FOUR**

- (a) A manager is a person who has the ability or strength to coordinate, motivate and guide all the personnel working under him so as to make sure they attain the organizational goal in the most efficient manner possible. In line with this, explain any five characteristics of quality managers **[5 Marks]**
- (b) According to Koontz and O'Donnell, "the managerial function of staffing involves manning the organization structure through proper and effective selection, appraisal and development of personnel to fill the roles designed into the structure". This therefore means that staffing is very important. Explain the first five steps in planning process. **[5 Marks]**

#### **QUESTION FIVE**

- (a) Management is important in any organization. In line with this statement, explain any five functions of management **[5 Marks]**
- (b) There are two major types of organizations namely formal and informal organization. Highlight five differences between the two types of organizations. **[5 Marks]**