

BHM 112



**ALUPE UNIVERSITY  
COLLEGE**

*... Bastion of Knowledge ...*

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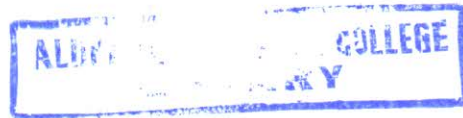
OFFICE OF THE DEPUTY PRINCIPAL  
ACADEMIC, STUDENT AFFAIRS AND RESEARCH

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## UNIVERSITY EXAMINATIONS

### 2017 /2018 ACADEMIC YEAR

FIRST YEAR SECOND SEMESTER REGULAR EXAMINATION



**FOR THE DEGREE OF BACHELOR OF HOTEL  
AND HOTEL AND HOSPITALITY**

**COURSE CODE: BHM 112**

**COURSE TITLE: PRINCIPLES AND PRACTICES OF  
MANAGEMENT**

**DATE: 20<sup>TH</sup> APRIL, 2018**

**TIME: 9:00 AM – 12.00 NOON**

**INSTRUCTION TO CANDIDATES**

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- SEE INSIDE

**THIS PAPER CONSISTS OF 3 PRINTED PAGES**

**PLEASE TURN OVER**

**BHM 112: PRINCIPLES AND PRACTICES OF MANAGEMENT**

**STREAM: BHM**

**DURATION: 3 Hours**

**INSTRUCTIONS TO CANDIDATES**

- i. Answer ONE and any other TWO questions
- ii. Question ONE carries 30 marks
- iii. Do not write on the question paper

**Question One**

- (1) ✓
- a) Explain Henri Fayol principles of management. ✓ (10 Marks)
  - b) Identify and discuss the steps involved in the planning process. (10 Marks)
  - c) Define the term organizing and explain its importance in management. ✓ (10 Marks)
- order ✓  
Equity ✓  
Division of labour ✓  
Fair remuneration ✓  
Directive ✓  
Personal Responsibility ✓  
Unity of Command ✓*
- Smooth running of the activities  
- use of Resources  
- order*

**Question Two**

- a) Decision making is a process of selecting the best alternative course of action from among a number of alternatives given to management or developed by it. Explain the steps that managers should follow when they are involved in decision making. (10 Marks)
- b) Define the term organization and elaborate with relevant examples how any five types of organizations operate. (10 Marks)

**Question Three**

- a) Outline the steps in the control process and explain the essentials of a good control system. (10 Marks)
- b) Explain the managerial roles that a manager should fulfill in order to carry out his duties effectively. (10 Marks)

**Question Four**

✓ Management is considered both a science and an art, Discuss. (20 Marks)

- As a science*
- Systematized body of knowledge
  - use of scientific methods
  - involves observation and experimentation
  - Principles of management is widely applied

*As an art*

- Creative
- Practically
- Skills
- Training is required
- persistence is required



**Question Five**

✓ Explain the meaning of motivation and briefly discuss key ideas in the following theories of motivation.

i) Maslow's Motivation theory → *Hierarchy of needs*

ii) X and Y theory

(20 Marks)

↓      ↓  
*passive    active*

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