



OFFICE OF THE DEPUTY PRINCIPAL

ACADEMICS, RESEARCH AND STUDENTS' AFFAIRS

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# UNIVERSITY EXAMINATIONS

## 2019 /2020 ACADEMIC YEAR

SECOND YEAR FIRST SEMESTER REGULAR EXAMINATION

**FOR THE DEGREE OF BACHELOR OF HOTEL &  
HOSPITALITY, BACHELOR OF EDUCATION  
BUSINESS STUDIES AND BACHELOR OF  
BUSINESS MANAGEMENT**

**COURSE CODE: BHM 112/ EDB 212/ BBM 108**

**COURSE TITLE: PRINCIPLES OF MANAGEMENT**

**DATE: 14/10/2020**

**TIME: 3 HOURS**

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### INSTRUCTION TO CANDIDATES

- SEE INSIDE

**THIS PAPER CONSISTS OF 3 PRINTED PAGES**

**PLEASE TURN OVER**

**REGULAR – MAIN EXAM**

**BHM 112/ EDB 212/ BBM 108: PRINCIPLES OF MANAGEMENT**

**STREAM: BHH / BED (Arts)/ BBM**

**DURATION: 3 Hours**

**INSTRUCTIONS TO CANDIDATES**

- i. Answer Question **ONE** and any other **TWO** questions.
- ii. Do not write on the question paper.

**SECTION A**

**QUESTION ONE**

**(30 MARKS)**

Alupe University College has just concluded the construction of an international conference facility in Busia town. The College Principal states that he is keen on hiring a manager with people skills to oversee the facilities operations, a fact that will enable address facility employees and clients need. You intend to take up the position.

- (a) During the interview the panel is keen on how decisions will be made. Describe to the panel any **four** decisional roles you will undertake. **[8 marks]**
- (b) The Principal insists that the manager must have people skills. Discuss any **six** interpersonal skill that you possess that will be critical for this position **[12 marks]**
- (c) Explain to the panel any **five** qualities that make you the best candidate for the manager's position. **[10 marks]**

**QUESTION TWO**

**(20 MARKS)**

A new fertilizer firm in Busia invites you as a management expert to a workshop for their management team to help equip them with necessary 21<sup>st</sup> century skills.

- (a) State any **three** types of managers to the workshop attendees. **[3 marks]**
- (b) Discuss the **four** main functions of management **[8 marks]**
- (c) Describe the **three** levels of management to the workshop attendees clearly highlighting their responsibilities and job titles. **[9 marks]**

**QUESTION THREE**

**(20 MARKS)**

If an organization wants to operate effectively, it must understand its environment. In line with this;

- (a) Discuss any **five** aspects of the internal environment showing how they may affect an organization. **[5 marks]**
- (b) Describe the **five** competitive forces of the task environment as developed by Michael Porter. **[10 marks]**
- (c) State **five** reasons why businesses go global. **[5 marks]**

**QUESTION FOUR**

**(20 MARKS)**

Due to your expertise in office management you are consulted to assist by a local NGO in setting up an office.

- (a) (i) You think they need to purchase machine due to the nature of work undertaken. State any **five** importance of office machines to them. **[5 marks]**
- (ii) Advise them on any **five** factors they need to consider when selecting their office machines and furniture. **[10 marks]**
- (b) State to the administrators any **five** importance of proper office management. **[5 marks]**

**QUESTION FIVE**

**(20 MARKS)**

You are the key note speaker in the Busia County Business Association annual conference.

- (a) Distinguish autocratic from bureaucratic leadership style. **[2 marks]**
- (b) Keeping in mind that delegation of authority is inevitable to encourage meaningful participation and cooperation in order to accomplish set goals, explain at least **four** principles of effective delegation of authority to the attendees. **[8 marks]**
- (c) An attendee reacting to your presentation raises concern that subordinates are to blame as they resist delegation of authority to them. Describe to them at least **five** barrier to effective delegation of authority on the part of subordinates. (why subordinates resist delegation) **[10 marks]**

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