



# **MAASAI MARA UNIVERSITY**

**REGULAR UNIVERSITY EXAMINATIONS  
2021/2022 ACADEMIC YEAR  
FIRST YEAR FIRST SEMESTER**

**SCHOOL OF BUSINESS AND ECONOMICS  
DIPLOMA IN BUSINESS MANAGEMENT**

**COURSE CODE: DBM 001**

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

**DATE: 31ST MARCH, 2022**

**TIME: 0830-1030**

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**INSTRUCTIONS TO CANDIDATE**

Answer Question **ONE** and any other **THREE** questions

### **QUESTION ONE (25 MARKS)**

- a) Describe the characteristics of management. **(5marks)**
- b) State and explain the functions of management **(10marks)**
- c) Explain the challenges associated with employee motivation.  
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**(10marks)**

### **QUESTION TWO**

- a) Identify and discuss the steps in planning. **(6marks)**
- b) Conflicts are inevitable in organizations. State and discuss the various conflict management styles. **(9 marks)**

### **QUESTION THREE**

Identify and discuss the various theories of leadership. **(15marks)**

### **QUESTION FOUR**

- a) Henry Fayol, also known as the 'father of modern management theory' gave a new perception of the concept of management. Discuss seven principles of management created by Henry Fayol **(7marks)**
- b) Describe the human relations approach to management. **(8 marks)**

### **QUESTION FIVE**

- a) State and explain the skills of a manager in an organization. **(6 marks)**
- b) Discuss how management can respond to a changing environment.  
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**(9 marks)**

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