



PAN AFRICA CHRISTIAN UNIVERSITY
SCHOOL OF LEADERSHIP, BUSINESS & TECHNOLOGY
END OF SEMESTER EXAMINATION FOR DIPLOMA IN
LEADERSHIP & MANAGEMENT
SEPTEMBER-DECEMBER 2019

CAMPUS: ROYSAMBU

DEPARTMENT: BUSINESS STUDIES

COURSE CODE: DLM103

COURSE TITLE: PRINCIPLES OF MANAGEMENT

EXAM DATE: TUESDAY 10TH DECEMBER 2019

DURATION: 2 HOURS

TIME: 2:00PM-4:00PM

INSTRUCTIONS

- Read the instructions and questions carefully before you write the answers.
- Write your **STUDENT NUMBER** in the Answer Booklet given
- *Write clearly and legibly.*
- This exam script consists of **Six (6)** questions.
- Answer ALL questions in **SECTION A (compulsory)** and Any **other three (3)** questions from **SECTION B**
- *ALL PAC University's examination rules and regulations apply*

SECTION A (COMPULSORY)

QUESTION 1

(30 MARKS)

- (a) Discuss the task environment of an organization. **(6 Marks)**
- (b) BOXT Limited is in the process of recruiting a new CEO to replace the one who resigned. Advise the board of the organization on **THREE** advantages of recruiting the new CEO from within the organization. **(6 Marks)**
- (c) Explain **TWO** sources of recruitment that can be used in an organization during the recruitment process. **(6 Marks)**
- (d) Discuss Fredrick. W. Taylor's Principles of Scientific Management. **(6 Marks)**
- (e) Explain **THREE** functions that affect organizational dynamics and behavior. **(6 Marks)**

SECTION B

ANSWER ANY THREE QUESTIONS

(30 MARKS)

QUESTION 2

(10 MARKS)

- (a) Discuss the moral dimensions of human resource management in an organization. **(4 Marks)**
- (b) Explain **THREE** elements of the management function of direction. **(6 Marks)**

QUESTION 3

(10 MARKS)

- (a) Briefly describe theories X and Y as they are used in management. **(4 Marks)**
- (b) Explain **THREE** objectives of quality control in operations and productions management. **(6 Marks)**

QUESTION 4

(10 MARKS)

- (a) Highlight **FOUR** characteristics of leadership. **(4 Marks)**
- (b) Explain **THREE** features of management. **(6 Marks)**

QUESTION 5

(10 MARKS)

- (a) Discuss **TWO** fundamental business activities that contribute to an organization's dynamics. **(4 Marks)**

- (b) Explain **THREE** benefits of motivating employees in an organization. **(6 Marks)**

QUESTION 6

(10 MARKS)

- (b) Outline **FOUR** importance of communication in an organization. **(6 Marks)**
- (a) Explain the **THREE** stages in the process of motivation. **(4 Marks)**

