



PAN AFRICA CHRISTIAN UNIVERSITY

END OF TERM EXAMINATION

COURSE CODE: BCM 104|BUS313– ROYSAMBU EVENING

COURSE TITLE: PRINCIPLES OF MANAGEMENT

EXAM DATE: TUESDAY 29TH MARCH 2016

TIME: 1730-2030HRS

INSTRUCTIONS:

Answer any five questions

QUESTION ONE

- a) Briefly explain the process of Human Resource Management (10 Marks)
- b) Discuss five characteristics of great leaders (10 Marks)

QUESTION TWO

- a) With the aid of a diagram describe the process of communication (10 Marks)
- b) Discuss five barriers to communication (10 Marks)

QUESTION THREE

Discuss the following functions of management

- i) Planning (5 Marks)
- ii) Organizing (5 Marks)
- iii) Controlling (5 Marks)
- iv) Leading (5 Marks)

QUESTION FOUR

- a) Explain five areas that may experience change in an organization (10 Marks)
- b) Discuss five ways to overcome resistance to change (10 Marks)

QUESTION FIVE

- a) i) Define the term Management (2 Marks)
ii) Discuss the three categories of management roles (9 Marks)
- b) Describe the three levels of management (9 Marks)

QUESTION SIX

- a) Discuss five external factors that may affect how managers make decisions (10 Marks)
- b) With aid of a diagram describe the Maslow's hierarchy of needs (10 Marks)

QUESTION SEVEN

- a) With the aid of a diagram explain the process of motivation (10 Marks)
- b) Discuss the following theories of management (10 Marks)
 - i) McGregor's Theory X and Y (5 Marks)
 - ii) Scientific Management (5 Marks)