



PAN AFRICA CHRISTIAN UNIVERSITY

DIPLOMA IN LEADERSHIP

END OF SEMESTER EXAMINATION

DEPARTMENT

LEADERSHIP

COURSE CODE

DLM 103

COURSE TITLE

PRINCIPLES OF MANAGEMENT

EXAM DATE

March 2017

TIME Duration

3 hours

INSTRUCTIONS

- Read all questions carefully.

Section A - All THREE (3) compulsory. (10 marks each)

Section B - Choose one (1) question. (10 marks)

Section A - All THREE (3) Questions are compulsory. (30 marks)

- a) Define the three (3) levels of management. (3 marks)
 - b) Name and define the three (3) contemporary management approaches.(3 marks)
 - c) Define a Team in an organization.(1mark)
 - d) Describe performance Appraisal and its benefits in an organization. (2 mark)
 - e) State the two parts of external managerial environments. (1 mark)
2. a) Explain any six (6) categories of stakeholders in an organization and explain their stake in the organization. (6 marks).
- b) What is the importance of Motivation in an organization? (3 marks)
- c) Differentiate Vision from mission in management. (1 mark)
3. a) Explain the functions of management according to Henri Fayol. (5 marks).
- b) Discuss five (5) types of culture in an organization. (5 marks)

Section B - Choose one (1) question among the three. (10 marks)

4. Maslow developed one of most widely recognized needs theory of motivation based upon a consideration of human needs: Discuss this hierarchy of needs. (10 marks)
5. Show and explain the decision-making process in organization management. (10 marks)
6. Various factors can affect the choice for an appropriate organization structure, what are the main five (5) factors that affect the organization design. (10 marks)

END