



MAASAI MARA UNIVERSITY

REGULAR UNIVERSITY EXAMINATION

2022/2023 ACADEMIC YEAR

FIRST YEAR SECOND SEMESTER

**SCHOOL OF ARTS, HUMANITIES, SOCIAL
SCIENCES AND CREATIVE INDUSTRIES**

**BA IN: POLITICAL SCIENCE AND PUBLIC
ADMINISTRATION**

COURSE CODE: PSA 1207-1

COURSE TITLE: PRINCIPLES OF MANAGEMENT

DATE: 17/4/2023

TIME: 1430-1630 HRS

INSTRUCTIONS TO CANDIDATES

- Answer question ONE [COMPULSORY] and any other TWO questions
- Question one carries 20 Marks
- All other questions carry 15 Marks

This paper consists of TWO printed pages. Please turn over

QUESTION ONE

- a) The 21st century manager is currently facing challenges in managing businesses. Using relevant examples, explain any five challenges. **(10 Marks)**
- b) State and explain FOUR characteristics of management. **(8 Marks)**
- c) Describe two ways of resolving conflicts that can be used by management. **(2 Marks)**

QUESTION TWO

- a) Abraham Maslow developed the theory of motivation based on human needs Hierarchy. With illustration of a diagram, explain the theory and show its relevance to a newly employed university graduate. **(10 Marks)**
- b) Differentiate between management and leadership. **(5 Marks)**

QUESTION THREE

- a) State and explain four features of scientific management developed by Henri Fayol. **(10 Marks)**
- b) Distinguish between centralized and decentralized organization. **(5 Marks)**

QUESTION FOUR

- a) A manager's job is multidimensional and requires a range of skills. State and discuss the key management skills required by managers to perform their jobs effectively. **(10 Marks)**
- b) Explain the managers Informational roles as propounded by Professor Henry Mintzberg. **(5 Marks)**

QUESTION FIVE

- a) Discuss the principles of theory X and Y. **(10 Marks)**
- b) Discuss benefits of participative leadership in an organization **(5 Marks)**

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