

CHUKA



UNIVERSITY

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CHUKA/EMBU

**EXAMINATION FOR THE AWARD OF DIPLOMA IN ACCOUNTING AND
DIPLOMA IN TOURISM AND HOTEL MANAGEMENT**

DIBM 0112: PRINCIPLES OF MANAGEMENT

STREAMS: DIAC,DHTM Y1S2

TIME: 2 HOURS

DAY/DATE: WEDNESDAY 12/04/2023

8.30 A.M – 10.30 A.M

INSTRUCTIONS:

Answer question one and any other two questions

QUESTION ONE

You have been appointed as the general manager of Mali Safi enterprise in Ndagani market.
Explain to the employees of the enterprise the below issues of management.

- (a) The importance of planning the activities of the enterprise. [10 marks]
- (b) The factors to consider in designing the structure of the enterprise. [10 marks]
- (c) The managerial skills relevant for a manager. [10 marks]

QUESTION TWO

- (a) Explain the importance of leadership function in the management of organization activities. [10 marks]
- (b) Describe the organizational barriers to effective communication in an organization. [5 marks]

QUESTION THREE

- (a) Explain any six activities involved in getting the right staff to perform the roles and responsibilities of a firm. [12 marks]
- (b) Describe the importance of controlling organization activities. [8 marks]

QUESTION FOUR

- (a) Explain the importance of carrying out performance appraisal to the employees. [10 marks]
- (b) Delegation is assigning formal authority and responsibility for the completion of formal tasks to subordinates. Explain five guidelines of effective delegation. [10 marks]
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