



**Riara School of Business**  
*Nurturing business innovators*

**SEPTEMBER- DECEMBER 2022 TRIMESTER  
EXAMINATION FOR BACHELOR OF BUSINESS ADMINISTRATION**

**DAY PROGRAMME**

**RBA 102: PRICIPLES OF MANAGEMENT**

**DATE: 30<sup>TH</sup> NOVEMBER 2022**

**TIME: 2 HOURS**

**SPECIAL INSTRUCTIONS**

1. Write your REGISTRATION NO. Clearly on the answer booklet(s).
2. Answer Question One and ANY other TWO questions.
3. Questions in all sections should be answered in answer booklet(s).
4. PLEASE start the answer to EACH question on a NEW PAGE.
5. For the questions, write the number of the question on the answer booklet(s) in the order you answered.
6. Write on both sides of each leaf and indicate number of each question at the top of each page.
7. Write the answers in paragraph form unless stated otherwise.
8. Marks allocated to each question are shown at the end of the question.
9. All rough work must be done on the answer booklet and crossed through!
10. Use supplementary pages only when you have exhausted those in this booklet.

11. Fasten the supplementary pages to the inside back cover of this booklet.

### **QUESTION ONE: COMPULSORY (30 MARKS)**

- a) Summarize **TEN** principles of management as advanced by Henry Fayol (10 marks)
- b) Assess 5 external environmental forces that might influence the operations of an organization (10 marks)
- c) The methods used for control of the various resources, techniques and procedures are basically the same regardless of where it is being done or what is being controlled. Define Control function Elaborating the 3 steps involved in the control process (10 marks)

### **QUESTION TWO**

- a) Elaborate **FIVE** ways of dealing with conflict resistance in an organization (10 marks)
- a) Examine **FIVE** reasons why the Planning Function is crucial in an organization (10marks)

### **QUESTION THREE**

- a) Discuss **FIVE** positive ways Technology has revolutionized the way managers manage organizations (10 marks)
- b) Describe **FIVE** issues that managers as leaders face today in their organizations (10 marks)

### **QUESTION FOUR**

- a) When organizing, Managers have to ensure that they train and develop their personnel. Evaluate the advantages this gives to their organizations. (12 marks)
- b) Power is the extent to which a person able to influence others so they respond to orders. Examine **FOUR** sources of (8 marks)