



RIARA SCHOOL OF BUSINESS
NURTURING INNOVATORS
MAY –AUGUST 2023 TRIMESTER
EXAMINATION FOR BACHELOR OF BUSINESS ADMINISTRATION
DAY PROGRAMME
RBA 102: PRINCIPLES OF MANAGEMENT

DATE: 1ST AUGUST 2023

TIME: 2 HOURS

GENERAL INSTRUCTIONS:

Students are NOT permitted to write on the examination paper during reading time.
This is a closed book examination. Text book/Reference books/notes are not permitted.

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

QUESTION ONE: COMPULSORY (30 MARKS)

- a) Discuss any **FIVE** major contribution of Max Weber Theory to the modern day management practice **(10 marks)**
- b) Assess any **FIVE** main distinguishing features of directing as a managerial function **(10 marks)**
- c) Summarize **FIVE** challenges managers in Kenya face within the day to day running of their businesses **(10 marks)**

QUESTION TWO

- a) Identify any **FIVE** rationale of having a good human resource practice in management **(10 marks)**
- b) Control plays a critical role in ensuring the success and sustainability of a business's human resources. List **FIVE** major characteristics of the control process **(10 marks)**

QUESTION THREE

- a) Planning, an essential management practice, serves as the bridge between an idea and its execution. By citing **FIVE** relevant examples, analyze limitations of sound planning. **(10 marks)**
- b) Evaluate the relevance of Herzberg Two Factor theory for digital oriented organization **(10 marks)**

QUESTION FOUR

- a) Examine any **FIVE** forms of communication that a manager is likely to use to and achieve organizational goals. **(10 marks)**

- b) Evaluate any **FIVE** principles that guide the organizations of business departments for greater effectiveness and efficiency in business operations **(10 marks)**