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**PRINCIPLES AND PRACTICE
OF MANAGEMENT**
November 2022
Time: 3 hours



THE KENYA NATIONAL EXAMINATIONS COUNCIL

**BUSINESS EDUCATION SINGLE AND GROUP CERTIFICATE EXAMINATIONS
STAGE III**

**DIPLOMA IN SUPPLY CHAIN MANAGEMENT
DIPLOMA IN BUSINESS MANAGEMENT
DIPLOMA IN COOPERATIVE MANAGEMENT
DIPLOMA IN HUMAN RESOURCE MANAGEMENT
DIPLOMA IN ROAD TRANSPORT MANAGEMENT
DIPLOMA IN TOURISM MANAGEMENT
DIPLOMA IN INFORMATION SCIENCE
DIPLOMA IN TOUR GUIDING MANAGEMENT
DIPLOMA IN INFORMATION COMMUNICATION TECHNOLOGY
DIPLOMA IN PROJECT MANAGEMENT
DIPLOMA IN MARITIME TRANSPORT LOGISTICS
DIPLOMA IN DISASTER MANAGEMENT
DIPLOMA IN SALES AND MARKETING
DIPLOMA IN INVESTMENT MANAGEMENT
MODULE III**

PRINCIPLES AND PRACTICE OF MANAGEMENT

3 hours

INSTRUCTIONS TO CANDIDATES

This paper consists of SEVEN questions.

Answer any FIVE questions in the answer booklet provided.

All questions carry equal marks.

Candidates should answer the questions in English.

This paper consists of 2 printed pages.

**Candidates should check the question paper to ascertain that
both pages are printed as indicated and that no questions are missing.**

1. (a) Outline five differences between a leader and a manager. (10 marks)
- (b) Highlight five conclusions of the Hawthorne experiments conducted by Elton Mayo. (10 marks)
2. (a) Outline five benefits of strategic planning to an organization. (10 marks)
- (b) Explain five principles that can help in ensuring effective delegation. (10 marks)
3. (a) There are certain financial incentives that an organization may give to its employees in order to enhance their productivity. Explain five such incentives. (10 marks)
- (b) Outline five objectives of budgetary control in an organization. (10 marks)
4. (a) Explain five factors that may limit the freedom of a manager when recruiting employees. (10 marks)
- (b) Outline five phases of the disaster management cycle. (10 marks)
5. (a) Organizations find it necessary to continuously monitor the environment in which they operate. Explain five reasons for this necessity. (10 marks)
- (b) Outline five advantages of the group decision making technique. (10 marks)
6. (a) Explain five ways in which a manager can ensure efficient stock control in an organization. (10 marks)
- (b) Organizations usually carry out interviews during employee selection. Explain five reasons why this is done. (10 marks)
7. (a) Outline five benefits that may accrue to an organization from establishing an effective co-ordination function. (10 marks)
- (b) Zamala Enterprises is in the process of developing a mission statement. Explain five ways in which this statement would be useful to the enterprise. (10 marks)

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