



**DEDAN KIMATHI UNIVERSITY OF TECHNOLOGY**

**UNIVERSITY EXAMINATIONS 2021/2022 ACADEMIC YEAR**

**INSTITUTE OF FOOD BIORESOURCE TECHNOLOGY**

**SUPPLEMENTARY/SPECIAL EXAMINATION FOR THE DIPLOMA IN COFFEE  
TECHNOLOGY AND QUALITY MANAGEMENT**

**FFT 0213: PRINCIPLES OF MANAGEMENT**

**DATE: 2/12/2021**

**TIME: 11:00 AM-1:00 PM**

**INSTRUCTIONS: ANSWER QUESTION ONE AND ANY OTHER TWO**

**QUESTION ONE (30MARKS)**

- A. Highlight any **FIVE** contributing disciplines of Organization Behaviour. (5Marks)
- B. Outline **FOUR** Limitations of planning. (4Marks)
- C. Briefly discuss **THREE** barriers to effective communication in an organization. (6Marks)
- D. Briefly describe **FOUR** managerial skills that managers at different level in an organization should demonstrate. (8Marks)
- E. Highlight **THREE** attributes of a leader (3Marks)
- F. Briefly explain **FOUR** functions of management in an organization. (4Marks)

**QUESTION TWO (15MARKS)**

- A. Differentiate between **Efficiency** and **Effectiveness** as used in management. (4Marks)
- B. Define Power and briefly describe **THREE** sources of power in an organization. (7Marks)
- C. Highlight **FOUR** importance of planning in an organization (4Marks)

**QUESTION THREE (15MARKS)**

- A. A group is defined as two or more individuals, interacting and interdependent who have come together to achieve particular objectives. Discuss **FIVE** reasons of joining groups or teams in any organization. (10 Marks)
- B. Briefly describe the importance of communication in an organization. (3Marks)
- C. There are two main kinds of motivation: intrinsic and extrinsic. Differentiate. (2Marks)

**QUESTION FOUR (15MARKS)**

- A. Henri Fayol (1841-1925) developed fourteen principles of management, outline any **FOUR** principles that are currently used in organizations. **(8Marks)**
- B. Define budgeting and Explain **THREE** objectives of budgeting. **(7Marks)**

**QUESTION FIVE (15MARKS)**

- A. Describe the Management of the coffee value chain and networks. **(7Marks)**
- B. HRM is a management function through which managers recruit, select, train and develop organizational members. Explain **FOUR** various activities of HRM. **(8Marks)**