



KENYATTA UNIVERSITY

DIGITAL SCHOOL OF VIRTUAL AND OPEN LEARNING (DSVOL)

EXAMINATION FOR DIPLOMA IN RECORDS MANAGEMENT AND INFORMATION
TECHNOLOGY

ISC 044: PRINCIPLES AND PRACTICE OF MANAGEMENT

1ST TRIMESTER 2022/2023

TIME: 2 Hours

INSTRUCTIONS: Answer Question **ONE** and Any Other **TWO**

1. a) Define the term Management. (1 mark)
b) Explain the three levels of management that may be found in an information centre? (9 marks)
(c) Explain five rules of operating an organization according to Max Weber. (10 marks)
d) State any ten principles of management according to Henri Fayol. (10 marks)
2. a) Define a goal and list three types of goals. (5 mark)
b) Explain five features of an effective goal. (15 marks)
3. Explain ten leadership traits of an effective leader of an information centre. (20 marks)
4. a) Define a plan and describe the following types of plans:
 - i. Strategic plan
 - ii. Tactical plans
 - iii. Operational plans (10 marks)b) Discuss any five constraints to planning that information managers may experience (10 marks)
5. Using Maslow's theory, explain five levels of need that can motivate employees of an information centre. (20 marks)