



KENYATTA UNIVERSITY
EXAMINATION FOR DIPLOMA IN RECORDS MANAGEMENT AND
INFORMATION TECHNOLOGY
ISC 044: PRINCIPLES OF MANAGEMENT

2ND SEMESTER 2023/2024

TIME: 2 HOURS

INSTRUCTIONS:

Answer question one and any other two questions

1. (a) Explain the concepts and significance of management (6 marks)
(b) Distinguish between management and administration (10 marks)
(c) Describe the skills that managers should possess in order to be effective (8 marks)
(d) Explain why managers engage in unethical practices (6 marks)
2. Using Maslow's theory, explain five levels of need that can motivate employees of an information centre (20 marks)
3. Managerial skills make managers unique and different from their subordinates. Discuss the four managerial skills (20 marks)
4. Discuss the concept of MBO and highlight its usefulness (20 marks)
5. (a) Discuss the four sources of power (12 marks)
(b) Distinguish between Authority and Power giving examples (8 marks)