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**KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2018/2019 ACADEMIC YEAR
CERTIFICATE IN BUSINESS ADMINISTRATION**

CBM 016 –FUNDAMENTALS OF MANAGEMENT AND ENVIRONMENT

Date: 9th April 2018
Time: 2.30Pm -4.30pm

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- a) Describe different types of managers in an organization (5 Marks)
- b) Discuss the benefits of training (8 Marks)
- c) Explain the following management theories
 - i. Classical theory
 - ii. Situational theory
 - iii. Systems theory (9 Marks)
- d) List problems that are encountered during performance appraisal. (8 Marks)

QUESTION TWO (20 MARKS)

- a) Describe the duties and responsibilities of the executive and supervisory level of management. (10 Marks)
- b) Distinguish between;
 - i. Training and Development
 - ii. Technical skills and Conceptual skills (4 Marks)
- c) Explain the concept of Management by objective. (6 Marks)

QUESTION THREE (20 MARKS)

- a) Describe the essentials of good order. (8 Marks)
- b) Discuss the need to plan in an organization. (10 Marks)
- c) Define directing in management context. (2 Marks)

QUESTION FOUR (20 MARKS)

- a) Describe factors that facilitate employee motivation. (12 Marks)
- b) Explain staffing and how it can be achieved effectively (8 Marks)

QUESTION FIVE (20 MARKS)

- a) Discuss THREE categories of management roles. (12 Marks)
- b) Discuss FOUR leadership style adopted by managers. (8 Marks)