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KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2023/2024 ACADEMIC YEAR
FOR THE CERTIFICATE IN BANKING AND FINANCE
CBF 108: PRINCIPLES AND PRACTICES OF MANAGEMENT

Date:

Time:

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- a) Identify five characteristics of management. (5 Marks)
- b) State five skills that an effective manager should possess. (5 Marks)
- c) Highlight the benefits organizations get when they conduct corporate social responsibility projects. (5 Marks)
- d) List five advantages that an organization will experience when management carry out planning (5 Marks)
- e) Describe ways in which the human resource department can conduct internal training for their employees. (6 Marks)
- f) Highlight the benefits of motivating employees. (4 Marks)

QUESTION TWO (20 MARKS)

- a) Discuss reasons why some managers fail to delegate authority to their juniors. (8 Marks)
- b) Explain the principles that guide business ethics in management. (6 Marks)
- c) Evaluate the benefits of having an effective control system. (6 Marks)

QUESTION THREE (20 MARKS)

- a) Discuss four types of leadership styles that the management of an organization can embrace. (8 Marks)
- b) Evaluate the benefits that an organization would get from training its employees. (6 Marks)
- c) Classify the roles that managers have in ensuring the goal and objectives of organizations are met. (6 Marks)

QUESTION FOUR (20 MARKS)

- a) Explain the different levels of management that are found in organizations. (6 Marks)
- b) Discuss four theories that try to explain the management concept. (8 Marks)
- c) Elaborate three factors in the external environment that affect the operations of an organization. (6 Marks)

QUESTION FIVE (20 MARKS)

- a) Discuss the management principles founded by Henri Fayol. (6 Marks)
- b) Explain four types of plans that different managers in an organization can participate in. (8 Marks)
- c) Evaluate the steps taken when conducting an effective organizing process. (6 Marks)