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KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2017/2018 ACADEMIC YEAR
CERTIFICATE IN HUMAN RESOURCE MANAGEMENT
CHR 104- FUNDAMENTALS OF MANAGEMENT AND ENVIRONMENT

Date: 9th August 2018
Time: 11.00Am- 1.00Pm

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- a) Explain the following management functions
- i) Planning
 - ii) Organizing
 - iii) Leading
 - iv) Controlling (8 Marks)
- b) Differentiate between
- i) Management science approach and classical approach
 - ii) Centralization and decentralization (4 Marks)
- c) Explain the characteristics of a good plan (5 Marks)
- d) Describe features of a good motivational strategy (5 Marks)
- e) Discuss the weaknesses of management by objective (MBO) (8 Marks)

QUESTION TWO (20 MARKS)

- a) Discuss the importance of effective communication in an organization (12 Marks)
- b) Describe the steps to efficient control (8 Marks)

QUESTION THREE (20 MARKS)

- a) Staffing is a process. Discuss. (5 Marks)
- b) Explain the importance of man power planning. (10 Marks)
- c) Describe the roles of the top levels of management. (5 Marks)

QUESTION FOUR (20 MARKS)

- a) Discuss are the limitations to planning? (9 Marks)
- b) Explain the elements of delegation (5 Marks)
- c) There are three types of managers, name and explain who they are. (6 Marks)

QUESTION FIVE (20 MARKS)

- a) Discuss the various leadership styles that managers may adopt. (12 Marks)
- b) What are the disadvantages of using committees? (8 Marks)