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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: 6TH DECEMBER 2023
Time: 8:30AM-10:30AM

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- Identify five characteristics of management. (5 Marks)
- State five skills that an effective manager should possess. (5 Marks)
- Highlight the benefits organizations get when they conduct corporate social responsibility projects. (5 Marks)
- List five reasons why some managers do not like carrying out planning. (5 Marks)
- Describe factors in the external environment that managers can analyze when scanning the external business environment. (6 Marks)
- Point four basic functions performed by the management of an organization. (4 Marks)

QUESTION TWO (20 MARKS)

- Assess the different levels of management that operate in organizations. (6 Marks)
- Discuss reasons why some managers fail to delegate authority to their juniors. (8 Marks)
- Explain the principles that guide business ethics in management. (6 Marks)

QUESTION THREE (20 MARKS)

- Evaluate the benefits that an organization would get from training its employees. (6 Marks)
- Discuss four types of approaches to management that are used as a guide by managers. (8 Marks)
- Classify the roles that managers have in ensuring the goals and objectives of organizations are met. (6 Marks)

QUESTION FOUR (20 MARKS)

- Explain three challenges managers experience in managing modern organizations (6 Marks)
- Discuss four principles of management by Henri Fayol. (8 Marks)
- Elaborate three factors in the internal environment that affect the operations of an organization. (6 Marks)

QUESTION FIVE (20 MARKS)

- Discuss the benefits an organization will get when its employees are motivated. (6 Marks)
- Explain four types of plans that different managers in an organization can participate in. (8 Marks)
- Evaluate the steps taken when conducting an effective organizing process. (6 Marks)