



Kasarani Campus
Off Thika Road
Tel. 2042692 / 3
P.O. Box 49274, 00100
NAIROBI
Westlands Campus
Pamstech House
Woodvale Grove
Tel. 4442212
Fax: 4444175

**KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2023/2024 ACADEMIC YEAR
FOR THE CERTIFICATE IN BANKING AND FINANCE**

C
APRIL 2023

Date: 13TH

Time: 8:30AM-10:30AM

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- a) Describe management characteristics. (6 Marks)
- b) State the functions of management. (6 Marks)
- c) Explain three skills of a manager. (4 Marks)
- d) Identify different types of leaders. (4 Marks)
- e) State the challenges of motivation at work environment. (4 Marks)
- f) Explain three leadership characteristics. (6 Marks)

QUESTION TWO (20 MARKS)

- a) Describe ways that management can react to changing environment. (8 Marks)
- b) Outline the benefits of scientific management theory. (6 Marks)
- c) Identify the components of management environment. (6 Marks)

QUESTION THREE (20 MARKS)

- a) Describe the various levels of planning. (8 Marks)
- b) Explain the barriers to effective planning. (6 Marks)
- c) Discuss the sources of power. (6 Marks)

QUESTION FOUR (20 MARKS)

- a) Describe the barriers to delegation at work place. (10 Marks)
- b) State and management by objectives benefits to Kiriri women university of science and technology. (10 Marks)

QUESTION FIVE (20 MARKS)

- a) Discuss the characteristics of strategic plans. (6 Marks)
- b) Describe briefly importance of communication to an organization. (8 Marks)
- c) Explain the barriers to communication in a business enterprise. (6 Marks)