



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 WOMEN'S UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2024/2025 ACADEMIC YEAR
FIRST YEAR, FIRST SEMESTER EXAMINATION
FOR THE CERTIFICATE IN BANKING AND FINANCE

Date: 11th April, 2024
Time: 8.30am-10.30am

CBF 108 - PRINCIPLES AND PRACTICES OF MANAGEMENT

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO

QUESTIONS

QUESTION ONE (30 MARKS)

- a) Define job analysis in management (2 Marks)
- b) Highlight the differences between managerial skills and managerial roles (6 Marks)
- c) Highlight the importance of corporate social responsibilities (6 Marks)
- d) Highlight the essentials for successful coordination in management (6 Marks)
- e) List the importance of Human Resources planning (4 Marks)
- f) Explain the SWOT analysis in management (6 Marks)

QUESTION TWO (20 MARKS)

- a) Describe the steps in decision making and problem solving process (8 Marks)
- b) Discuss argument for and against social responsibilities (8 Marks)
- c) Explain micro environment in management (4 Marks)

QUESTION THREE (20 MARKS)

- a) Explain the types of leadership styles in management (6 Marks)
- b) Describe the emerging trends in management (8 Marks)
- c) Discuss the differences between traditional and scientific management (6 Marks)

QUESTION FOUR (20 MARKS)

- a) Discuss the benefits of control in management (6 Marks)
- b) Explain the differences between external and internal environment (8 Marks)
- c) Differentiate centralization from decentralization of authority in an organization (6 Marks)

QUESTION FIVE (20 MARKS)

- a) Discuss the PESTLE analysis in management (8 Marks)
- b) Describe the levels of management in an organization (6 Marks)
- c) Discuss the types of skills required to manage a business effectively (6 marks)