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KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2022/2023 ACADEMIC YEAR
FOR THE CERTIFICATE IN HUMAN RESOURCE MANAGEMENT
CHR 104- FUNDAMENTALS OF MANAGEMENT & ENVIRONMENT

Date: 6th December 2022
Time: 11:30-1:30pm

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- a) Explain the following management functions;
- i) Planning (2 Marks)
 - ii) Organizing (2 Marks)
 - iii) Leading (2 Marks)
 - iv) Controlling (2 Marks)
- b) Differentiate between;
- i) Management science approach and classical approach. (2 Marks)
 - ii) Centralization and decentralization. (2 Marks)
- c) Explain the characteristics of a good plan. (5 Marks)
- d) Describe features of a good motivational strategy. (5 Marks)
- e) Highlight the weaknesses of management by objective (MBO). (8 Marks)

QUESTION THREE (20 MARKS)

- a) Explain the staffing process. (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) Examine factors that influence group cohesion in present day organization. (9 Marks)
- b) Explain the elements of delegation (5 Marks)
- c) Describe the various types of managers in an organization (6 Marks)

QUESTION FIVE (20 MARKS)

- a) Discuss the various leadership styles that managers may adopt. (10 Marks)
- b) Using Porter's five forces analysis, explain the means of scanning an environment before setting up business. (10 Marks)