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KIRIRI WOMEN'S UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2023/2024 ACADEMIC YEAR
FOR THE CERTIFICATE IN HUMAN RESOURCE MANAGEMENT
CHR 108: PRINCIPLES AND PRACTICES OF MANAGEMENT

Date:
Time:

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

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

QUESTION TWO (20 MARKS)

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

QUESTION THREE (20 MARKS)

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

QUESTION FOUR (20 MARKS)

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

QUESTION FIVE (20 MARKS)

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