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KIRIRI WOMEN'S UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2024/2025 ACADEMIC YEAR
FIRST YEAR, FIRST SEMESTER EXAMINATION
FOR THE CERTIFICATE IN HUMAN RESOURCE MANAGEMENT
CHR 104: FUNDAMENTALS OF MANAGEMENT AND ENVIRONMENT

Date:9THApril,2024

Time:11.30AM-1.30PM

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- a) Identify three external micro components of the management environment. **(5 Marks)**
- b) Describe the reasons /purpose of organizing. **(5 Marks)**
- c) Describe three principles of systems theory. **(5 Marks)**
- d) Explain the levels of planning in an organization. **(5 Marks)**
- e) Examine basic functions of management. **(5 Marks)**
- f) Discuss how management can respond to a changing environment. **(5 Marks)**

QUESTION TWO (20 MARKS)

- a) State at-least four barriers to planning. **(6 Marks)**
- b) Describe at-least three characteristics of management. **(7 Marks)**
- c) Discuss at least three principles of directing function. **(7 Marks)**

QUESTION THREE (20 MARKS)

- a) Explain the skills of a manager **(7 Marks)**
- b) Examine the significance of business ethics to an enterprise. **(7 Marks)**
- c) Describe three components of internal environment. **(6 Marks)**

QUESTION FOUR (20 MARKS)

- a) Discuss the roles of management. **(7 Marks)**
- b) Outline the basic principles of organizing. **(7 Marks)**
- c) Discuss three aspects of Japanese management. **(6 Marks)**

QUESTION FIVE (20 MARKS)

- a) Outline briefly steps involved in planning. **(6 Marks)**
- b) Discuss relationships between authority, power, accountability and responsibility in relation to organizational hierarchy. **(7 Marks)**
- c) Describe three features of a business environment. **(7 Marks)**