



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, 2022/2023 ACADEMIC YEAR
FOR THE CERTIFICATE IN HUMAN RESOURCE MANAGEMENT
CHR 104-FUNDAMENTALS OF MANAGEMENT AND ENVIRONMENT

Date: 26th July 2022
Time: 8:30am – 10:30am

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- a) Define the following terms
- i) Cohesion (2 Marks)
 - ii) Management (2 Marks)
 - iii) Delegation (2 Marks)
- b) Outline the characteristics of control. (6 Marks)
- c) State the factors that influence group cohesion (6 Marks)
- d) Name the essentials of successful co-ordination (6 Marks)
- e) Highlight the main leadership styles. (6 Marks)

QUESTION TWO (20 MARKS)

- a) State the ways an organizational culture manifests itself. (6 Marks)
- b) Motivation is key to any organization. Outline the strategies for motivating staff to increase productivity. (7 Marks)
- c) Name the general characteristics of business environment. (7 Marks)

QUESTION THREE (20 MARKS)

- a) State the limitations of not planning. (5 Marks)
- b) Discuss reasons that have brought about a spike in globalization. (7 Marks)
- c) The top management has specific roles in an organization. State any eight. (8 Marks)

QUESTION FOUR (20 MARKS)

- a) Explain how barriers to planning can be avoided. (5 Marks)
- b) Anyone interested in business expansion globally has factors to strongly consider. Outline any seven. (7 Marks)
- c) Discuss the manpower fore-castings commonly employed by organizations. (8 Marks)

QUESTION FIVE (20 MARKS)

- a) Outline the ideal staffing process that is acceptable. (6 Marks)
- b) A manager is not one unless s/he exhibits some important skills. Discuss these skills in detail. (6 Marks)
- c) State matters that concern business and are socially responsible to customers. (8 Marks)