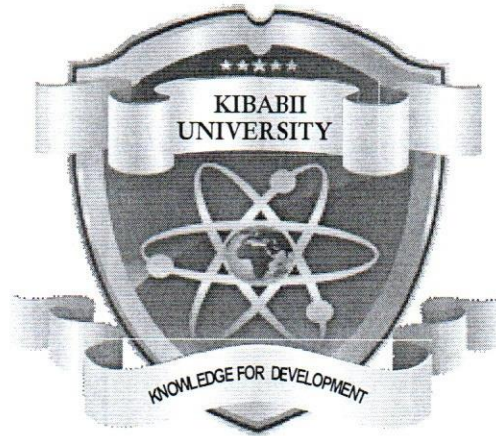


KIBABII UNIVERSITY



SPECIAL/SUPPLEMENTARY EXAMINATION

2017/2018 ACADEMIC YEAR

FIRST YEAR FIRST SEMESTER

FOR THE CERTIFICATE OF BUSINESS MANAGEMENT

COURSE CODE: CBA 100

COURSE TITLE: ELEMENTS OF MANAGEMENT

DATE: 19/10/18

TIME: 8 – 10PM

INSTRUCTIONS TO CANDIDATES

Answer Question ONE (compulsory) and ANY OTHER TWO questions

SECTION A (Compulsory)

QUESTION ONE

- a) Define the term management? **(2 marks)**
- b) Briefly explain the four functions of management. **(8 marks)**
- c) Skill is what distinguishes good managers from others. With the use of relevant examples, explain the various management skills and competencies which managers should possess. **(10 marks)**
- d) Describe the levels of management and the responsibilities of a manager at each level. **(10 marks)**

SECTION B (Answer Any Two Questions from Section B)

QUESTION TWO

- a) Henry Fayol's model of management remains an approach to management today. Discuss how he looks at how organisations should be managed through his fourteen principles. **(14 marks)**
- b) Explain any three arguments for and any three arguments against social responsibility. **(6 marks)**

QUESTION THREE

- a) Describe various types of leaders. **(10 marks)**
- b) Discuss in details the qualities of a good leader. **(10 marks)**

QUESTION FOUR

- a) Explain the types of control that managers use to ensure success in an organization. **(10marks)**
- b) Show five reasons why planning is of great importance to management. **(10 marks)**