

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

CHUKA / EMBU / CHOGORIA

**FIRST YEAR EXAMINATION FOR THE AWARD OF
CERTIFICATE IN BUSINESS MANAGEMENT**

CIBM 00113: PRINCIPLES OF MANAGEMENT

STREAMS: CIBM

TIME: 2 HOURS

DAY/DATE: WEDNESDAY 24/3/2021

2.30 PM – 4.30 PM

INSTRUCTIONS:

- Answer Question One and any other Two.
- Do not write anything on this question paper.

- 1.a) Explain the importance of management knowledge to employees, managers and organizations. [10 Marks]
- b) Managers can play several management roles in an organization. Identify three main roles managers play in organizations. [9 Marks]
- c) Explain the activities involved in the staffing function of management. [8 Marks]
- d) Differentiate between centralization and decentralization. [3 Marks]
- 2.a) Explain any five barriers to effective planning and measures that can be taken to avoid or counter such barriers. [10 Marks]
- b) Managers have an obligation to various stakeholders of a business. Identify five of these stakeholders highlighting their expectations out of a business. [10 Marks]
- 3.a) Discuss any five principles of administrative theory by Henry Fayol. [10 Marks]

b) Expound on the steps involved in goal setting. [10 Marks]

4.a) Describe any five forms of departmentalization. [10 Marks]

b) Explain any five internal environmental factors that may influence management.[10 Marks]

.....