

CHUKA



UNIVERSITY

**UNIVERSITY EXAMINATION  
RESIT/SUPPLEMENTARY / SPECIAL EXAMINATIONS  
EXAMINATION FOR THE AWARD OF CERTIFICATE IN BUSINESS  
MANAGEMENT**

**CIBM 00113: PRINCIPLES OF MANAGEMENT**

**STREAMS:**

**TIME: 2 HOURS**

**DAY/DATE: MONDAY 01/11/2021**

**11.30 A.M - 1.30 P.M.**

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**INSTRUCTIONS:**

- **Answer question one and any other two**
- **Do not write anything on the question paper**

**Question 1**

- a). Define the term management and discuss its importance to the organization [10 marks]
- b). Explain 5 roles that an organization manager performs [5 marks]
- c). Discuss 5 barriers of planning and how to overcome them [10 marks]
- d). State five ways in which an organization can be involved in corporate social responsibility [5 marks]
2. a) Explain five managerial functions that a service organization manager may be needed to perform [10 marks]
- b). Discuss how external environment affect management decision making [10 marks]
3. a). Controlling is looking back into the past, discuss its important to the organization [10 marks]
- b.) State 5 characteristics of a good leader and five importance of leadership [10 marks]
4. a) Discuss the significance of organizing function in a service industry [10 marks]
- b.) Explain the steps involved in planning [10 marks]
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