

CHUKA

UNIVERSITY



UNIVERSITY EXAMINATIONS

MAIN/EMBU

EXAMINATION FOR THE AWARD OF DIPLOMA IN COMMUNITY
DEVELOPMENT

CDEV 0140: BASIC FUNCTION OF MANAGEMENT

STREAMS: DIP. CDEV

TIME: 2 HOURS

DAY/DATE: THURSDAY 01/04/2021

8.30 A.M. – 10.30 A.M.

INSTRUCTIONS

- *Answer all questions in Section A and any other two in Section B*

SECTION A

Question one

- (a) Define the following terms
- (i) Leadership (2 marks)
 - (ii) Motivation (2 marks)
- (b) Explain the importance of control in management (8 marks)
- (c) State the aim of conducting workers performance appraisal (5 marks)
- (d) Discuss five characteristics of jobs (5 marks)
- (e) Explain different types of plans an organization can give (6 marks)

SECTION B

Question two

- (a) Discuss different ways used by managers to group jobs together through departmentalization (10 marks)
- (b) Explain the various arguments against social responsibility (10 marks)

Question three

Staffing functions involves various components. Discuss (20 marks)

Question four

(a) Discuss guidelines that managers should employ to ensure effective training and development of workers (10 marks)

(b) Explain barriers to effective communication and how an organization can overcome them (10 marks)

Question five

(a) Discuss formal and informal channels of communication (10 marks)

(b) Describe ways in which managers can motivate their workers in an organization (10 marks)

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