

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

**EXAMINATION FOR THE AWARD OF CERTIFICATE IN COMMUNITY
DEVELOPMENT**

CDEV 00140: BASIC FUNCTIONS OF MANAGEMENT

STREAMS: CERT. CDEV

TIME: 2 HOURS

DAY/DATE: MONDAY 05/07/2021

2.30 P.M. – 4.30 P.M.

INSTRUCTIONS:

- **Answer question ONE and any other TWO questions.**

QUESTION ONE

- (a) Define the following terms. (6 marks)
- (i) Management
 - (ii) Authority
 - (iii) Motivation
- (b) Discuss the various barriers to effective communication in any organization. (4 marks)
- (c) What are the skills managers should acquire to perform tasks? (5 marks)
- (d) Explain the importance of control in management. (5 marks)
- (e) State the aim of conducting workers performance appraisal. (5 marks)
- (f) Discuss the importance of management to any organization. (5 marks)

QUESTION TWO

- (a) Discuss briefly the importance of the planning function in an organization. (10 marks)
- (b) Explain five means that managers use for departmentalization. (10 marks)

QUESTION THREE

- (a) Explain the importance of leadership function in management. (10 marks)
- (b) Discuss the elements of delegation and why delegation is important in any organization. (10 marks)

QUESTION FOUR

- (a) Discuss the difference between formal and informal organization. (10 marks)
- (b) Mintzberg proposed ten roles of management. Discuss these roles. (10 marks)

QUESTION FIVE

- (a) Explain the various steps that are carried out during the staffing process. (8 marks)
 - (b) Motivation is very important for an organization. Discuss. (12 marks)
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