

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

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

CDEV 00140: BASIC FUNCTION OF MANAGEMENT

STREAMS: CERT (CDEV)YIS2

TIME: 2 HOURS

DAY/DATE: TUESDAY 10/12/2019

2.30 PM – 4.30 PM

INSTRUCTIONS:

Answer ALL Questions in Section A and any Two Questions in Section B

SECTION A

QUESTION ONE

- (a) Define the following terms
 - (i) Staffing [2 marks]
 - (ii) Planning [2 marks]
- (b) Using examples, explain barrier of effective planning. [8 marks]
- (c) Discuss the guidelines to effective delegation. [8 marks]
- (d) State five factors that determine decentralization. [5 marks]
- (e) Explain five sources of power in leadership. [5 marks]

SECTION B

QUESTION TWO

- (a) The communication process in management consists of various components. Discuss. [10 marks]
- (b) Explain different types of errors that managers can make when conducting performance appraisal. [10 marks]

QUESTION THREE

- (a) Discuss tools that managers use when selecting a new staff to determine their qualifications. [10 marks]
- (b) Discuss essentials of a good control system. [10 marks]

QUESTION FOUR

- (a) Conflicts can be either good or bad in an organization. Explain different sources of conflicts. [10 marks]
- (b) Discuss the importance of controlling in management. [10 marks]

QUESTION FIVE

- (a) Discuss the process of planning. [10 marks]
 - (b) Using examples, explain qualities of a good leader. [10 marks]
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