

CHUKA UNIVERSITY
UNIVERSITY EXAMINATIONS
EXAMINATION FOR THE AWARD OF CERTIFICATE IN BUSINESS MANAGEMENT
CIBM 00113: PRINCIPLES OF MANAGEMENT

INSTRUCTIONS:

Answer Question ONE and any other TWO Questions

1. (a) Explain the importance of management in a service organization

[6 Marks]

(b) Explain any four importance of leading function. [4 Marks]

(c) Explain the three levels of management stating their duties. [6 Marks]

(d) Differentiate between authority, power and responsibility. [6Marks]

f). discuss benefit of a good organizational structure. [8 marks]

2. (a) elucidate the three-management environment that affect management decision making

. [6 Marks]

(b) Explain 5 qualities of a leader in any organization. [10 Marks]

C). discuss why it is important to perform controlling function. [4 marks]

3. (a) Outline the importance of good leadership in an organization. [4 Marks]

(b) explain the barriers that a manager may face when planning. [10 marks]

C). outline arguments for and arguments against corporate social responsibility. [6 marks]

4. (a) Discuss the steps involved in the control process. [10 Marks]

(b) elucidate the benefits of staffing function in the organization (10 marks)
