

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

EXAMINATION FOR THE AWARD OF DIPLOMA IN COMMUNITY DEVELOPMENT

CDEV 0140: BASIC FUNCTIONS OF MANAGEMENT

STREAMS: ODEL

TIME:2 HOURS

DAY/DATE: THURSDAY 13/04/2023

8.30 A.M. –10.30 A.M.

INSTRUCTIONS

Answer ALL question in section A and any other two questions in section B

SECTION A

Question One

- a. Define the following terms
 - i. Staffing (2 marks)
 - ii. Planning (2 marks)
- b. Explain five sources of power in leadership (5 marks)
- c. Using examples, explain barrier of effective planning (8 marks)
- d. State the aim of conducting workers performance appraisal (8 marks)
- e. State five factors that determine decentralization (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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