



Kasarani Campus
Off Thika Road
Tel. 2042692 / 3
P.O. Box 49274, 00100
NAIROBI
Westlands Campus
Pamstech House
Woodvale Grove
Tel. 4442212
Fax: 4444175

KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2022/2023 ACADEMIC YEAR
FOR THE CERTIFICATE IN BANKING AND FINANCE
CBF 108- PRINCIPLES AND PRACTICE OF MANAGEMENT

Date: 7th December 2022

Time: 8;30am-10:30am

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- a) Discuss importance of modern technology in management. (6 Marks)
- b) Outline methods an organization can use to enhance employee retention. (6 Marks)
- c) Describe the characteristics of planning as a basic function of management. (6 Marks)
- d) Highlight the requirements of effective coordination. (6 Marks)
- e) Highlight three benefits of directing as a function of management. (6 Marks)

QUESTION TWO (20 MARKS)

- a) Differentiate between centralization and decentralization as used in management. (6 Marks)
- b) Highlight any five causes of management failure in the recently formed county Governments in Kenya. (6 Marks)
- c) Describe principles of organizing in management. (8 Marks)

QUESTION THREE (20 MARKS)

- a) Managers, like any other person must have qualities that enable them to effectively perform their functions. Explain five qualities a person needs to possess to be a good Manager. (7 Marks)
- b) Describe the leadership styles applied in management. (8 Marks)
- c) Explain benefits of control in an organization. (5 Marks)

QUESTION FOUR (20 MARKS)

- a) Discuss the steps involved in the decision making process. (8 Marks)
- b) Explain social responsibilities
 - i) Arguments for Social responsibilities. (6 Marks)
 - ii) Arguments against social responsibilities. (6 Marks)

QUESTION FIVE (20 MARKS)

- a) Examine Taylor's management principles and explain their role to management in present day businesses. (7 Marks)
- b) Explain importance of Human Resource Planning to an organization. (7 Marks)
- c) Explain five reasons as to why managers sometimes fail to plan. (6 Marks)