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KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2024/2025 ACADEMIC YEAR
FIRST YEAR, FIRST SEMESTER EXAMINATION
FOR THE CERTIFICATE IN BUSINESS MANAGEMENT
CBM 016: FUNDAMENTALS OF MANAGEMENT AND ENVIRONMENT

Date: 5TH DECEMBER 2024
Time: 8:30AM – 10:30AM

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- a) Define the following terms in management. (6 Marks)
- i) management
 - ii) business environment
 - iii) business ethics
 - iv) planning
 - v) organizing
- b) Explain the different levels of management. (6 Marks)
- c) Discuss the importance of staffing in the organization. (6 Marks)
- d) Explain the managerial task for each level of management. (6 Marks)
- e) Identify one of the theories in a) above and explain how it has been used in the organization. (6 Marks)

QUESTION TWO (20 MARKS)

- a) Highlight the different theories of management. (6 Marks)
- b) Discuss the different roles of managers in the organization. (8 Marks)
- c) Explain the different types of business environment. (6 Marks)

QUESTION THREE (20 MARKS)

- a) Mention the need for corporate social responsibility to the organization. (6 Marks)
- b) Explain why business ethics is needed in the organization. (8 Marks)
- c) Highlight the importance of planning to a manager in the organization. (6 Marks)

QUESTION FOUR (20 MARKS)

- a) Planning undergoes several challenges in the organization. Highlight these challenges and their possible solutions. (8 Marks)
- b) Discuss the importance of motivating employees in the organization. (7 Marks)
- c) Explain the qualities of a good supervisor. (5 Marks)

QUESTION FIVE (20 MARKS)

- a) Discuss the emerging issues and trends in fundamentals of management and environment. (8 Marks)
- b) Explain the role of an office in the organization. (6 Marks)
- c) Highlight the importance of administration in areas like policy formulation and decision making in the organization. (6 Marks)