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**KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY**  
**UNIVERSITY EXAMINATION, 2024/2025 ACADEMIC YEAR**  
**FIRST YEAR, SECOND SEMESTER EXAMINATION**  
**FOR THE CERTIFICATE IN BUSINESS MANAGEMENT**  
**CBM 018: OFFICE ORGANIZATION**

Date:  
Time:

**INSTRUCTIONS TO CANDIDATES**

**ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS**

**QUESTION ONE (30 MARKS)**

- a) Explain the evolution of management citing key contributors and their remarkable contributions to management. (5 Marks)
- b) Describe the different levels of management giving examples of each. (5 Marks)
- c) Explain the decision making process by the management of any organization. (5 Marks)
- d) Highlight the importance of planning as a core managerial function of an organization. (5 Marks)
- e) Explain on the need for corporate strategic planning in an organization. (5 Marks)
- f) Discuss the challenges posed by the emerging issues and trends in theories and practices of management. (5 Marks)

**QUESTION TWO (20 MARKS)**

- a) Discuss the motivational theories of workers. (8 Marks)
- b) Highlight the benefits of different span of control in an organization. (7 Marks)
- c) Explain the skills required by a manager in order to deliver on their managerial objectives (5 Marks)

**QUESTION THREE (20 MARKS)**

- a) Discuss the characteristics of management that set it apart from other disciplines (8 Marks)
- b) Highlight the benefits of delegation by a manager to an organization. (6 Marks)
- c) Discuss the reward and motivational factors of workers in an organization. (6 Marks)

**QUESTION FOUR (20 MARKS)**

- a) Explain the techniques for effective communication in leading and directing roles of managers? (7mrks)
- b) Discuss the activities involved in staffing (6 Marks)
- c) Describe the requirements for an effective control system in an organization? (7 Marks)

**QUESTION FIVE (20 MARKS)**

- a) Discuss the importance of employee engagement in the decision making process in an organization. (8 Marks)
- b) Distinguish the differences between international and domestic management. (5 Marks)
- c) Discuss the emerging trends in management and how they have impacted the business environment (7 Marks)