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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 BANKING AND FINANCE**

Date: 3rd December, 2024
Time: 2.30pm –4.30pm

CBF 108 - PRINCIPLES AND PRACTICES OF MANAGEMENT

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) Describe 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? (7 marks)
- 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)