



MAASAI MARA UNIVERSITY

**REGULAR UNIVERSITY EXAMINATIONS
2018/2019 ACADEMIC YEAR
FIRST YEAR FIRST SEMESTER**

**SCHOOL OF BUSINESS AND ECONOMICS
DIPLOMA IN HUMAN RESOURCE
MANAGEMENT**

COURSE CODE: HRD 002

**COURSE TITLE: INTRODUCTION TO
MANAGEMENT SKILLS**

DATE: 18TH APRIL 2019

TIME: 1100 - 1300HRS

INSTRUCTIONS TO CANDIDATES

Answer Question ONE and any other THREE questions

This paper consists of Two printed pages

QUESTION ONE

- a) Management is described as a process. It comprises of different stages. These stages are known as the functions of management. Describe five functions of management **[10marks]**
- b) There are different interpretations of the word management. Explain it as:
 - i. A discipline **[3marks]**
 - ii. A body of individual **[4marks]**
 - iii. A process **[4marks]**
 - iv. A profession **[4marks]**

QUESTION TWO

- a) Explain the word grapevine communication **[3marks]**
- b) State the pros and cons of grapevine communication **[10marks]**
- c) State the ways in which communication barriers can be overcome **[2marks]**

QUESTION THREE

- a) State and explain five types of leadership styles **[10marks]**
- b) Describe five characteristics of management **[5marks]**

QUESTION FOUR

- a) Explain the term effective decision making **[3marks]**
- b) Describe the process of decision making **[12marks]**

QUESTION FIVE

- a) Explain the word delegation of Authority? **[3marks]**
- b) Describe the process of delegation of Authority? **[8marks]**
- c) State four ways of motivating employees in an organization **4marks]**

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