



MAASAI MARA UNIVERSITY

REGULAR UNIVERSITY EXAMINATIONS

2018/2019 ACADEMIC YEAR

***FIRST* YEAR *FIRST* SEMESTER**

**SCHOOL OF BUSINESS AND ECONOMICS
CERTIFICATE IN BUSINESS MANAGEMENT**

COURSE CODE: CHR 111

**COURSE TITLE: INTRODUCTION TO
MANAGEMENT**

DATE: 25TH APRIL 2019

TIME: 11.00.-13.00

INSTRUCTIONS TO CANDIDATES

Answer Question ONE and any other THREE questions

This paper consists of Two printed pages

QUESTION ONE

- a) Management is a science as well as an art. Explain. **[8 marks]**
- b) State the basic principles of scientific management. **[4 marks]**
- c) Describe five characteristics of Management. **[10 marks]**
- d) Explain various role of a manager in an organization. **[8 marks]**

QUESTION TWO

There are different Interpretations of the word Management. Explain it as

- a) A discipline **[3 marks]**
- b) A process **[4 marks]**
- c) A profession **[4 marks]**
- d) As a body of individuals **[4 marks]**

QUESTION THREE

- a) Explain through a diagram the nature of work at different levels of Management. **[9marks]**
- b) Describe the importance of communication in management **[6marks]**

QUESTION FOUR

Management is a process. It comprises of different stages. These stages in the process are known as the functions of management. Explain the five functions of management

QUESTION FIVE

- a) Explain five types of leadership styles **[10 marks]**
- b) Henry fayol strongly felt that managers should be guided by certain principle. He evolved various general principles. Explain the following **[5 marks]**
 - i. Division of work.
 - ii. Unity of command.
 - iii. Scalar chain.
 - iv. Exprit de coups.
 - v. Remuneration.