



MAASAI MARA UNIVERSITY

**REGULAR UNIVERSITY EXAMINATIONS
2023/2024 ACADEMIC YEAR
FIRST YEAR FIRST SEMESTER**

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

COURSE CODE: HRD 002

COURSE TITLE: MANAGEMENT SKILLS

DATE: 2/2/2024

TIME: 0830-1030 HRS

INSTRUCTIONS TO CANDIDATES

Answer question ONE and any other THREE questions .

QUESTION ONE

- a). Discuss the followings terms in management
- i) Delegation **(2marks)**
 - ii) Empowerment **(2marks)**
 - iii) Power **(2marks)**
 - iv) Authority **(2marks)**
- b). Discuss several factors on how to overcome communication barriers **(7 marks)**
- c). State five ways of motivating employees in an organization **(5 marks)**
- d). Discuss the role of information technology in managements **(5marks)**

QUESTION TWO

Discuss Henry fayol's principles of management that are utilized in modern organizations **(15marks)**

QUESTION THREE

Discuss Maslow hierarchy of needs and Herzberg's motivational needs **(15 marks)**

QUESTION FOUR

- a). Explain the word grapevine communication **(5 marks)**
- b). Discuss the pros and cons of grapevine communication **(10 marks)**

QUESTION FIVE

- a) . *Describe five functions of management skills* **(5 marks)**
- b). **Describe** the process of decision making **(5 marks)**
- c). Explain and state five types of leadership styles **(5 marks)**

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MAASAI MARA UNIVERSITY
DEPARTMENT OF BUSINESS AND ECONOMICS
COURSE OUTLINE: HRD 002
COURSE: MANAGEMENT SKILLS

INSTRUCTIONS:

SECTION A is compulsory

Answer any three questions in section B

Time: 2 ½ hours

Paper :2

SECTION A:

1. State the Different between power and authority according to max weber (2 marks)
- ii) State Charles handy cultural types (3 marks)
- iii) Discuss Henry mint berg management role (15 marks)
- iv) List different specialization areas of managements (5 marks)

SECTION B:

2. Describe the stages of control process (10 marks)
 - b. Discuss the types of leader we have in our organization (5 marks)
3. Discuss the difference between delegation and empowerment (10 marks)
 - b. Discuss the role of information technology in managements (5 marks)
5. Discuss the types of leader we have in our organization (10 marks)
 - b. Discuss the significance of management process (5 marks)