



MAASAI MARA UNIVERSITY

**REGULAR UNIVERSITY EXAMINATIONS
ACADEMIC YEAR 2022/2023
FIRST YEAR SECOND SEMESTER**

**SCHOOL OF BUSINESS & ECONOMICS
CERTIFICATE IN HUMAN RESOURCE
MANAGEMENT**

**COURSE CODE: CHR 111
COURSE TITLE: INTRODUCTION TO
MANAGEMENT**

DATE:

TIME:

INSTRUCTIONS TO CANDIDATES

Answer Question ONE and any other THREE Questions.

QUESTION ONE

- a) State the importance of management **(4 Marks)**
- b) Describe five characteristics of leadership **(10 marks)**
- c) Discuss the importance of effective communication in the work place.
(6 Marks)
- d) State five purposes of codes of ethics in an organization.**(5 Marks)**

QUESTION TWO

- a) Explain five advantages of working in groups **(10 Marks)**
- b) Briefly explain the features of management **(5 Marks)**

QUESTION THREE

Management is a process. It comprises different stages. These stages in the process are known as the functions of management. Explain the five functions of management **(15 Marks)**

QUESTION FOUR

- a) Explain five leadership styles applied in business organizations.
(10 Marks)
- b) Groups are formed to perform a specific task, after which they are disbanded. Briefly explain the stages in group development. **(5 Marks)**

QUESTION FIVE

Human resource management is the process of employing people, training them, compensating them, developing policies relating to the workplace, and developing strategies to retain employees. Explain five responsibilities of Human Resource Management Managers **(15 Marks)**