



# 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: 25<sup>TH</sup> APRIL 2019**

**TIME: 11.00.-13.00**

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**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.