



MAASAI MARA UNIVERSITY

**REGULAR UNIVERSITY EXAMINATION
2022/2023 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: 5TH DECEMBER, 2022

TIME: 0830-1030

INSTRUCTIONS TO CANDIDATES

Answer Question ONE and any other TWO questions

QUESTION ONE (30 MARKS)

- a. Differentiate between communication and management. (2marks)
- b. Explain importance of planning in an organization. (5marks)
- c. Explain different levels of management. (5 marks)
- d. State two importances of negotiation skills. (4 marks)
- e. i. Highlight two types of motivation. (4 marks)
ii. State three factors affecting motivation strategies. (6 marks)
iii. State two motivation theories. (4 marks)

QUESTION TWO. (20 MARKS)

- a. Explain different management skills that a manager should possess. (10 marks)
- b. State and Explain the process of decision making in an organization. (10 marks)

QUESTION THREE (20 MARKS)

- a. Define management and explain its functions. (10 marks)
- b. State and Explain the principle of delegation. (10 marks)

QUESTION FOUR (20 MARKS)

- a. Discuss two types of motivation. (4 marks)
- b. Explain the weakness of the quality traditional management approach. (14 marks)

QUESTION FIVE (20 MARKS)

- a. Discuss the principles of quality management. (8 marks)
- b. Discuss basic leadership skills found in a manager. (8 marks)
- c. Discuss the role of a manager of an organization [4marks]

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