



JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY
SCHOOL OF BUSINESS AND ECONOMICS
UNIVERSITY EXAMINATION FOR THE DEGREE OF CERTIFICATE IN BUSINESS
ADMINISTRATION
1ST YEAR 1ST SEMESTER 2017/2018 ACADEMIC YEAR
NAIROBI CITY LEARNING CENTRE

COURSE CODE: BCA 2113

COURSE TITLE: FUNDAMENTALS OF MANAGEMENT

EXAM VENUE:

STREAM: (CBA)

DATE:

EXAM SESSION:

TIME:

INSTRUCTIONS:

- 1. Answer Question one (COMPULSORY) and ANY other 2 questions.**
- 2. Candidates are advised not to write on the question paper.**
- 3. Candidates must hand in their answer booklets to the invigilator while in the examination room.**

QUESTION ONE

- a) What does the term management mean? (2 marks)
- b) Describe the four functions of management (12 marks)
- c) State and explain eight essential skills in management (16 marks)

QUESTION TWO

- a) Define the management evaluation process (2 marks)
- b) Give six objectives and purposes of carrying out the management evaluation process (6 marks)
- c) Supposing you are the supervisor at Mumias Sugar Company, explain how you will carry out the evaluation of your manager (12 marks)

QUESTION THREE

- a) Who are the officials consisting of the top level management in an organization (4 marks)
- b) Explain three roles to each of the following level of management in an organization
 - I. Middle level management roles (3 marks)
 - II. First level management roles (3 marks)
- c) What are the challenges affecting managers today (10 marks)

QUESTION FOUR

- a) Name any two solutions to management problems (2 marks)
- b) State and explain eight characteristics of a good manager (16 marks)
- c) Describe in summary two historical functions of management (2 marks)

QUESTION FIVE

- a) Give two barriers of communication in business management (2 marks)
- b) Describe the seven importance of communication in a business environment (14 marks)
- c) How can a manager improve communication effectiveness in an organization (4 marks)