



# MACHAKOS UNIVERSITY

University Examinations for 2019/2020 Academic Year

SCHOOL OF BUSINESS AND ECONOMICS

DEPARTMENT OF BUSINESS ADMINISTRATION

FIRST YEAR THIRD SEMESTER EXAMINATION FOR

CERTIFICATE IN BUSINESS MANAGEMENT

**1906/101: FUNDAMENTALS OF MANAGEMENT AND ENVIRONMENT**

**DATE: 14/12/2020**

**TIME: 8.30-11.30 AM**

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## INSTRUCTIONS:

- 1. This paper consists of TWO sections; A and B.*
- 2. Answer ALL the questions in section A and any FOUR questions in section B.*
- 3. Write your answers in the spaces provided in this question paper.*
- 4. Candidates should check the question paper to ascertain that all the pages are printed as indicated and that no questions are missing.*

## SECTION A (32 MARKS)

- List three levels, of management. (3 marks)
- State two social responsibilities of a business to its employees. (2 marks)
- List four types of organizational structures. (4 marks)
- State four categories of human needs according to the Maslow's hierarchy of needs theory. (4 marks)
- List three non-budgetary tools of control that may be used in an organization. (3 marks)
- State two internal sources of recruitment that an organization may use. (2 marks)
- Outline three disadvantages of using office manuals in an organization. (3 marks)
- Give four reasons that make it necessary for office documents to be filed. (4 marks)
- Outline four benefits of maintaining proper business ethics in an organization. (4 marks)
- List three types of office supervisors. (3 marks)

**SECTION B: (68 MARKS)**

*Answer any FOUR questions from this section in the spaces provided.*

11. (a) Explain six factors that are essential for an effective control system in an organization. (9 marks)
- (b) Describe the procedure that should be followed in the process of organizing. (8 marks)
12. (a) Give six reasons that make planning an important function in organizations. (9 marks)
- (b) Highlight four features of the systems approach to management. (8 marks)
13. (a) Explain six external factors that may affect the operations of a business. (9 marks)
- (b) Outline four benefits of using modern technology in carrying out office tasks. (8 marks)
14. (a) Explain six qualities that a good office receptionist should possess. (9 marks)
- (b) Highlight four problems that an organization may experience if it fails to motivate its (8 marks)
15. (a) Highlight six principles that should be followed to ensure effective supervision in an office (9 marks)
- (b) Explain four factors that may affect an employees' training programme in an (8 marks)