

**DEPARTMENT OF BUSINESS ADMINISTRATION**  
**1906/102: FUNDAMENTALS OF MANAGEMENT AND ENVIRONMENT**  
**CERTIFICATE IN BUSINESS MANAGEMENT (TVET)**  
**YEAR ONE SEMESTER ONE EXAMINATION**  
**(JAN-APRIL 2019)**

**INSTRUCTIONS**

**TIME: 2 HOURS**

- ❖ **ANSWER ALL THE QUESTIONS IN SECTION A AND ANY FOUR IN SECTION B**
- ❖ **ANSWER ALL QUESTIONS IN THE ANSWER BOOKLET PROVIDED**
- ❖ **ALL QUESTIONS TO BE ANSWERED IN ENGLISH**

**SECTION A (32 MARKS)**

1. Explain three benefits that may be obtained by an organization from effective planning. (3marks)
2. Highlight two functions that the top level of management may perform in order (2marks)
3. Outline three ways in which an organization can act socially responsible to the stake holders. (3marks)
4. List four economic factors within the environment likely to affect operations of a business organizations. (4marks)
5. Give three functions that an office performs in an organization. (3marks)
6. Give four reasons that may make a manager reluctant to adopt modern technology in office operations. (4marks)
7. State three ways in which an office receives information(3marks)
8. Explain four essential qualities that an effective supervisor should possess. (4marks)
9. Explain three principles that should be considered when designing an organization. (3marks)
10. Highlight three challenges that an organization from adopting a narrow span of control(3marks)

**SECTION B (68 MARKS)**

11. (a) Explain four limitations that may be faced when planning in organizations. (8marks)  
(b) Describe the procedure that should be followed in the organizational planning process (9marks)
12. (a) Outline ways in which unfavorable external business environment may affect the operations of a business. (9marks)  
(b) Some organizations may be reluctant to engage in corporate social responsibility activities. Highlight four reasons that such organizations may have for the reluctances. (8marks)
13. (a) Outline four roles of a manager in relation to subordinates in an organization.  
(b) Explain six personal attributes of a supervisor that may influence his willingness to delegate work to subordinates. (9marks)
14. (a) State four ways in which a business enterprise may benefit from good organization. (8marks)  
(b) Describe the decision making process that should be followed in an organization (9marks)
15. (a) State six duties that an office receptionist would be expected to carry out in an organization. (9marks)  
(b) Highlight four indicators of effective administration in an organization. (8marks)