



# **GRETSA UNIVERSITY - THIKA**

**UNIVERSITY EXAMINATIONS  
JANUARY - APRIL 2021 SEMESTER**

**CERTIFICATE IN BUSINESS MANAGEMENT**

**COURSE CODE: CIBM 003**

**COURSE TITLE: FUNDAMENTALS OF MANAGEMENT**

**DATE: 12 MAY 2021**

**TIME: 3:00 PM - 5:00**

**PM**

**INSTRUCTIONS TO CANDIDATES**

1. SECTION A IS **COMPULSORY**.
2. SECTION B: ANSWER ANY OTHER **THREE** QUESTIONS.
3. **DO NOT** WRITE ANYTHING ON THIS QUESTION PAPER AS IT WILL BE AN EXAM IRREGULARITY.
4. ALL ROUGH WORK SHOULD BE AT THE BACK OF YOUR ANSWER BOOKLET AND CROSSED OUT.

**CAUTION:** All exam rooms are under CCTV surveillance during the examination period.

## **SECTION A: COMPULSORY**

### **QUESTION ONE**

- a) Describe the differences between programmed and non-programmed decisions and among the conditions of certainty, uncertainty, and risk. **[10 Marks]**
- b) Discuss the steps in the strategic planning process. **[10 Marks]**
- c) Enumerate the relationship among the management functions, problem solving, and decision making. **[10 Marks]**
- d) Describe the steps of decision making. **[10 Marks]**

## **SECTION B: ANSWER ANY THREE QUESTIONS**

### **QUESTION TWO**

- a) Discuss the functions of management. **[10 Marks]**
- b) Explain the relationship among objectives, problem solving, and decision making. **[10 Marks]**

### **QUESTION THREE**

- a) Explain why a company situation analysis part of the strategic planning process. **[10 Marks]**
- b) Enumerate factors affecting employee turnover. **[10 Marks]**

### **QUESTION FOUR**

- a) Discuss how the scope of authority change throughout an organization, and what is the flow of responsibility, authority, and accountability. **[10 Marks]**
- b) Explain why the strength of employees' need for growth important to the job characteristics model.

**[10 Marks]**

### **QUESTION FIVE**

- a) A good reward system should satisfy intrinsic and extrinsic needs for employee. Discuss the theories of employee reward. **[10 Marks]**
- b) Distinguish between unity of command and unity of direction. **[10 Marks]**