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1906/101

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1926/101

**FUNDAMENTALS OF MANAGEMENT
AND ENVIRONMENT**

July 2017

Time: 3 hours



THE KENYA NATIONAL EXAMINATIONS COUNCIL

**BUSINESS EDUCATION SINGLE AND GROUP CERTIFICATE EXAMINATIONS
STAGE II**

**CRAFT CERTIFICATE IN BUSINESS MANAGEMENT
CRAFT CERTIFICATE IN PROJECT MANAGEMENT
CRAFT CERTIFICATE IN HUMAN RESOURCE MANAGEMENT
MODULE I**

FUNDAMENTALS OF MANAGEMENT AND ENVIRONMENT

3 hours

INSTRUCTIONS TO CANDIDATES

This paper consists of TWO sections; A and B.

Answer ALL questions in section A.

Answer any FOUR questions from section B.

Maximum marks for each question are as indicated.

Write your answers in the answer booklet provided.

Candidates should answer the questions in English.

This paper consists of 3 printed pages.

**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)*Answer ALL questions in this section.*

1. List **three** styles of leadership that may be used in an organization. (3 marks)
2. Give **four** reasons why office documents need to be properly stored. (4 marks)
3. State **three** ways in which an organization may demonstrate its corporate social responsibility to the community within which it operates. (3 marks)
4. List **three** control techniques that may be used in an organization. (3 marks)
5. State **three** types of plans that are based on their use. (3 marks)
6. Outline **three** benefits of using committees in decision making in an organization. (3 marks)
7. Give **four** reasons that have made the use of E-mail communication popular in most organizations. (4 marks)
8. State **three** levels of management that may be found in an organization. (3 marks)
9. State **three** circumstances under which an employee may be dismissed from an organization. (3 marks)
10. Outline **three** advantages of the staff organization structure. (3 marks)

SECTION B: (68 marks)*Answer any FOUR questions from this section.*

11. (a) Outline **six** benefits that an organization may get from the use of manuals in its operations. (9 marks)
- (b) Give **four** reasons that an organization may have for recruiting employees from internal sources. (8 marks)
12. (a) Outline **six** qualities that an efficient office supervisor should possess. (9 marks)
- (b) Outline **four** functions that an office plays in an organization. (8 marks)

13. (a) Explain **six** limitations of using budgeting as a tool of control in an organization. (9 marks)
- (b) Highlight **four** ways in which an organization may comply with acceptable business ethics. (8 marks)
14. (a) Give **six** reasons that make planning an important activity in an organization. (9 marks)
- (b) Explain **four** features of organizing as a function of management. (8 marks)
15. (a) Outline **six** external factors that may affect the operations of a business firm. (9 marks)
- (b) There are certain unique characteristics of management. Explain **four** such characteristics. (8 marks)

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