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1906/101

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**FUNDAMENTALS OF MANAGEMENT
AND ENVIRONMENT**

November 2018

Time: 3 hours



THE KENYA NATIONAL EXAMINATIONS COUNCIL

BUSINESS EDUCATION SINGLE AND GROUP CERTIFICATE EXAMINATIONS

**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 FIFTEEN (15) questions in TWO sections; A and B.
Answer ALL the questions in Section A and any FOUR questions from Section B 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 the questions in this section.

1. List **three** informational roles of a manager. (3 marks)
2. Outline **four** advantages of having an office manual in a firm. (4 marks)
3. Outline **four** advantages of applying the Scientific Management Theory. (4 marks)
4. State **three** internal sources of recruitment. (3 marks)
5. State **three** ways in which information received in an office may be prepared. (3 marks)
6. Name **three** factors that determine the organization structure to be used in a enterprise. (3 marks)
7. Name the first **three** categories of needs as stated in Maslow's Hierarchy of Needs theory of motivation. (3 marks)
8. List **three** characteristics of a management information system (MIS). (3 marks)
9. List **three** sources of organization policies. (3 marks)
10. List **three** ways in which an organization may prevent unethical behaviour among its employees. (3 marks)

SECTION B (68 marks)

Answer any FOUR questions from this section.

11. (a) Outline **four** pitfalls that supervisors should avoid in the course of carrying out their duties. (8 marks)
- (b) Explain **six** reasons for an organization's involvement in corporate social responsibility activities. (9 marks)
12. (a) Explain **four** benefits that an organization may enjoy from the use of a line organization structure. (8 marks)
- (b) Outline **six** challenges that an organization may face in implementing its plans. (9 marks)

13. (a) Explain **four** factors that may hinder the use of modern technology in carrying out office work. (8 marks)
- (b) Explain **six** circumstances under which it may not be appropriate to use the laissez-faire style of leadership in an organization. (9 marks)
14. (a) Outline **four** reasons why ethical practice is important in product promotion. (8 marks)
- (b) Explain **six** benefits of the control function to an organization. (9 marks)
15. (a) Explain **four** factors that may contribute to poor policy formulation in an organization. (8 marks)
- (b) Outline **six** functions of top management in organization. (9 marks)

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