



GARISSA UNIVERSITY

UNIVERSITY EXAMINATION **2017/2018** ACADEMIC YEAR **TWO** **THIRD** TRIMESTER EXAMINATION

SCHOOL OF EDUCATION ARTS AND SOCIAL SCIENCE

FOR THE DEGREE OF BACHELOR OF EDUCATION ARTS

COURSE CODE: CMD 111

COURSE TITLE: BASIC MANAGEMENT SKILLS

EXAMINATION DURATION: 2 HOURS

DATE: 10/08/18

TIME: 09.00-11.00 AM

INSTRUCTION TO CANDIDATES

- The examination has **SIX (6)** questions
- Question **ONE (1)** is **COMPULSORY**
- Choose any other **THREE(3)** questions from the remaining **FIVE (5)** questions
- Use sketch diagrams to illustrate your answer whenever necessary
- Do not carry mobile phones or any other written materials in examination room
- Do not write on this paper

This paper consists of **TWO (2)** printed pages

please turn over



QUESTION ONE (COMPULSORY)

a) Define the following

- Management [2 marks]
- Programmed decisions [2 marks]
- Non-programmed decisions [2 marks]

b) State the reasons for the emergence of informal groups [5 marks]

c) Discuss the main types of leadership styles [6 marks]

d) Regardless of the size or the purpose, every group has similar characteristics. State and explain the characteristics of groups [8 marks]

QUESTION TWO

Discuss the decision making process [15 marks]

QUESTION THREE

Discuss the stages involved in group development [15 marks]

QUESTION FOUR

a) State and explain the three types of informal groups [4 marks]

b) Discuss the functions of managers (5 marks)

c) According to Tannenbaum and Schmidt “the leader has flexibility in opting for the most appropriate style”. The choice of the style depends on some factors. State and explain those factors [6 marks]

QUESTION FIVE

a) Write short notes on the following

- Group dynamics [1 mark]
- Group cohesiveness [2 marks]
- Group norms [2 marks]
- Command groups [2 marks]
- Task groups [2 marks]
- Functional groups [2 marks]

b) State and explain the factors that affect group behavior [4 marks]

QUESTION SIX

a) State and explain some of the Principles of Henry Fayol [5 marks]

b) Effective leadership requires both training and a conducive organizational climate. In reference to this discuss the model developed by Fred.E.Fielders [10 marks]

