



THE CATHOLIC UNIVERSITY OF EASTERN AFRICA

A. M. E. C. E. A

MAIN EXAMINATION

P.O. Box 62157
00200 Nairobi - KENYA
Telephone: 891601-6
Fax: 254-20-891084
E-mail: academics@cuea.edu

AUGUST - DECEMBER 2018 TRIMESTER

FACULTY OF COMMERCE

DEPARTMENT OF ACCOUNTING AND FINANCE

REGULAR PROGRAMME

CMD 071: MANAGEMENT SKILLS

Date: DECEMBER 2018

Duration: 2 Hours

INSTRUCTIONS: Answer Question ONE and ANY OTHER TWO Questions

- Q1. a) Discuss in FIVE points the importance of planning in an institution like CUEA (*give practical examples*) **(10 marks)**
- b) In the last two years, the staff turnover of ABC supermarket has been high. Giving practical examples, discuss in **FIVE** points how the staff could be motivated to reduce this trend. **(10 marks)**
- c) Discuss FIVE principles of management as contributed by Henry Fayol. **(10 marks)**
- Q2. a) A number of supermarkets well known to you have gone down in the recent past. Elaborate in **TEN** points the possible reasons for this collapse. **(10 marks)**
- b) Time management is key for the success of any organisation or individual. Discuss in **FIVE** points the tactics of time management. **(10 marks)**
- Q3. a) Discuss in **FIVE** points the importance of delegating in an organization. **(10Marks)**
- b) Using the scientific management theory (Taylor) describe in **FIVE** points the benefits this theory has contribution in an organisation of your choice. **(10marks)**
- Q4. a) Organisations can either recruit externally or promote internal employees. However, most organisations are recruiting qualified and skilled

employees from outside the organisation rather than promoting internally.
Discuss in **FIVE** points why they prefer external recruitment. **(10 Marks)**

- b) You are the lower level manager of Kipingo Manufactures. Discuss clearly in **FIVE** points your role or duties in that organization. **(10 marks)**

END