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**GARISSA UNIVERSITY**

**UNIVERSITY EXAMINATION 2019/2020 ACADEMIC YEAR ONE**

**SECOND SEMESTER EXAMINATION**

**SCHOOL OF BUSINESS AND ECONOMICS**

**FOR THE DEGREE OF BACHELOR OF BUSINESS MANAGEMENT**

**COURSE CODE: CMD 111**

**COURSE TITLE: BASIC MANAGEMENT SKILLS**

**EXAMINATION DURATION: 2 HOURS**

**DATE: 11/12/2020 TIME: 3.00-5.00 PM**

**INSTRUCTION TO CANDIDATES**

* **The examination has FIVE (5) questions**
* **Question ONE (1) is COMPULSORY**
* **Choose any other TWO (2) questions from the remaining FOUR (4) 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)**

1. Differentiate the following terms :
2. Group norms and group cohesiveness **[4 marks]**
3. Functional groups and task groups **[4 marks]**
4. State and explain the factors that affect group behavior **[4 marks]**
5. State some of the roles of members within groups **[6 marks]**
6. **Discuss the main types of leadership styles [6 marks]**
7. State and explain some of the Principles of Henry Fayol **[6 marks]**

**QUESTION TWO**

Discuss the bases of power **[20 marks]**

**QUESTION THREE**

1. **Regardless of the size or the purpose, every group has similar characteristics. State and explain the characteristics of groups [10 marks]**
2. Discuss the decision making process **[10 marks]**

**QUESTION FOUR**

1. State the reasons for the emergence of informal groups **[10 marks]**
2. Effective leadership requires both training and a conducive organizational climate. In reference to this discuss the model developed by Fred.E.Fielders **[10 marks]**

**QUESTION FIVE**

1. State and explain the three types of informal groups **[6 marks]**
2. Discuss the functions of managers **[14 marks]**