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**GARISSA UNIVERSITY**

**UNIVERSITY EXAMINATION 2020/2021 ACADEMIC YEAR ONE**

**SECOND SEMESTER EXAMINATION**

**SCHOOL OF BUSINESS AND ECONOMICS**

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

**COURSE CODE: CMD 112**

**COURSE TITLE: BASIC MANAGEMENT SKILLS**

**EXAMINATION DURATION: 2 HOURS**

**DATE: 08/04/2021 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. **Define the following**
2. Management **(2 marks)**
3. Programmed decisions **(2marks)**
4. Non-programmed decisions **(2marks)**
5. State the reasons for the emergence of informal groups **( 5 marks)**
6. State and explain some of the Principles of Henry Fayol **( 5marks)**
7. **Discuss the main types of leadership styles (6 marks)**
8. **Regardless of the size or the purpose, every group has similar characteristics. State and explain the characteristics of groups ( 8 marks)**

**QUESTION TWO (20 Marks)**

1. Write short notes on the following
2. Group dynamics **(2 marks)**
3. Group cohesiveness **(2 marks)**
4. Group norms **(2 marks)**
5. Command groups **( 2marks)**
6. Task groups **(2 marks)**
7. Functional groups **( 2marks)**
8. State and explain the factors that affect group behavior **( 8 marks)**

**QUESTION THREE (20 marks)**

1. Discuss the decision making process  **(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 FOUR (20 Marks)**

1. Discuss the functions of managers  **(5 marks)**
2. Discuss the stages involved in group development **( 15 marks)**

**QUESTION FIVE (20 Marks)**

1. State and explain the three types of informal groups **( 4marks)**
2. 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)**
3. Discuss the bases of power **(10 marks)**