

**CO-OPERATIVE UNIVERSITY COLLEGE OF KENYA**  
**CERTIFICATE IN BUSINESS MANAGEMENT**  
**CBM 0101: FUNDAMENTALS OF MANAGEMENT- E-LEARNING**  
**YEAR I SEMESTER 1**  
**JANUARY-APRIL 2016 SEMESTER**  
**APRIL 2016 EXAMINATIONS**

**INSTRUCTIONS**

1. Answer Question One and any other Two Questions
2. Time: 2 Hours

**QUESTION ONE**

- a) Highlight the major functions of management. (12mks)
- b) Explain the essential skills of a manager in an organization. (8mks)
- c) Explain the steps in the staffing process. (10mks)

**QUESTION TWO**

- a) Explain the qualities of a good supervisor. (10mks)
- b) Discuss the barriers to effective communication? (10mks)

**QUESTION THREE**

- a) Highlight the elements of the planning process. (10mks)
- b) Explain the decision making process. (10mks)

**QUESTION FOUR**

- a) Explain the advantages of office manuals. (12mks)
- b) Highlight the difference between sole trader and partnership. (8mks)

**QUESTION FIVE**

- a) What are the principles of directing? (10mks)
- b) Highlight the methods of co-ordination. (10mks)