



**RIARA SCHOOL OF BUSINESS**  
***NURTURING INNOVATORS***  
**SEPTEMBER DECEMBER 2022 TRIMESTER**  
**EXAMINATION FOR BACHELOR OF BUSINESS ADMINISTRATION**  
**DAY / EVENING PROGRAMME**  
**RCM 004: MANAGEMENT SKILLS**

**DATE: 1<sup>ST</sup> DECEMBER 2022**

**TIME: 2**

**HOURS**

**SPECIAL INSTRUCTIONS**

1. Write your REGISTRATION NO. Clearly on the answer booklet(s).
2. Answer Question One and ANY other TWO questions.
3. Questions in all sections should be answered in answer booklet(s).
4. PLEASE start the answer to EACH question on a NEW PAGE.
5. For the questions, write the number of the question on the answer booklet(s) in the order you answered.
6. Write on both sides of each leaf and indicate number of each question at the top of each page.
7. Write the answers in paragraph form unless stated otherwise.
8. Marks allocated to each question are shown at the end of the question.
9. All rough work must be done on the answer booklet and crossed through!
10. Use supplementary pages only when you have exhausted those in this booklet.
11. Fasten the supplementary pages to the inside back cover of this booklet.

### **QUESTION ONE: COMPULSORY (30 MARKS)**

- a) A CEO is a leader of the institution, identify any **FIVE** roles he plays in that capacity as the institutional head **(10 Marks)**
  
- b) Evaluate **FIVE** underlying key difference in personality traits of people working at any given organization **(10 Marks)**
  
- c) Outline any **FIVE** contributions of Max Weber to modern management practice **(10 Marks)**

### **QUESTION TWO**

- a) Appraise any **FIVE** roles of the board of directors in any given business set up **(10 Marks)**
  
- b) Planning is important in management, Summarize any **FIVE** components of effective planning **(10 Marks)**

### **QUESTION THREE**

- a) Give **FIVE** justification of why people join groups in organizations **(10 Marks)**
  
- b) Discuss **FIVE** importance of directing to managers in Kenya **(10 Marks)**

### **QUESTION FOUR**

- a) Using an example from any industry with an organization chart, **differentiate** between staff authority and line authority **(10 Marks)**
  
- b) Outline **FIVE** reasons why control remains an important part of managerial function **(10 Marks)**