



MACHAKOS UNIVERSITY

University Examinations 2018/2019

SCHOOL OF BUSINESS AND ECONOMICS

DEPARTMENT OF BUSINESS ADMINISTRATION

FIRST YEAR FIRST/SECOND SEMESTER EXAMINATION FOR

CRAFT CERTIFICATE IN SOCIAL WORK

ADMINISTRATION AND MANAGEMENT

DATE:

TIME:

INSTRUCTIONS

This paper consists of 7 questions. Question 1 is compulsory. Choose ANY 4 questions from Numbers 2 – 7.

1. a) Define the following terms: (8 marks)
 - i. Administration
 - ii. Staffing
 - iii. Motivation
 - iv. Personnel
- b) Organization in Administration & Management is purely based on Theories. Use Rostow's Modernity Theory to support this. (12 marks)

2. a) Explain the following terms:
 - i. Management Training
 - ii. Management Development
 - iii. Management Education (6 marks)
- b) State and explain 5 functions of management. (10 marks)

- c) Highlight 4 reasons why administration and management is important. (4 marks)
3. a) Outline 5 techniques in management and state why each is important. (10 marks)
- b) Differentiate between formal and informal organizations. (10 marks)
4. (a) Explain the importance of human factors in management. (10 marks)
- (b) Differentiate between governmental and parastatal conditions of service. (10 marks)
5. (a) Write short notes on the following terms in relation to human factor:
(i) Motivation (ii) Morale (iii) Attitude (12 marks)
- (b) State and explain 4 roles of Directorates/Boards of Training. (8 marks)
6. (a) Highlight 4 merits of 'on the job training'. (8 marks)
- (b) State atleast 3 types of personnel records and each state 3 of its contents. (12 marks)
7. (a) Differentiate between in-service and pre-service.. (6 marks)
- (b) Explain the following terms in relation to health, safety and security in employment:
(i) NSSF (ii) NHIF (iii) WCPS (iv) Provident fund (v) Workmen's Compensation (14 marks)