



KENYA SCHOOL OF GOVERNMENT BARINGO

SENIOR MANAGEMENT COURSE NO. 66/2017

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Class No. _____

Acc. No. _____

EXAMINATION

DATE: 19TH JUNE 2017

TIME: 3 Hours.

SUBJECT: PAPER ONE

INSTRUCTIONS: (1) Answer **FOUR** Questions; **ONE** from each unit

(2) Each question should be answered in a **SEPARATE** answer sheet

UNIT ONE (ANSWER ONE QUESTION ONLY)

QUESTION ONE

- (a) Explain **five (5)** roles that managers play in enhancing employee motivation. **(10 Marks)**
- (b) Describe **five (5)** Human Resource Management functions that senior employees in the public sector in Kenya perform. **(15 Marks)**

QUESTION TWO

- (a) Explain **five (5)** functions of management. **(10 Marks)**
- (b) Discuss **five (5)** areas of application of the scientific management theory in current management practices. **(15 Marks)**

UNIT TWO (ANSWER ONE QUESTION ONLY)

QUESTION ONE

- (a)(i) Explain the meaning of monitoring and controlling in project management. **(2 Marks)**
- (ii) State **three (3)** reasons for understanding monitoring and controlling in project management. **(3 Marks)**
- (b) Highlight **five (5)** negative effects of time overruns in project management. **(10 Marks)**
- (c) Describe **five (5)** benefits to the project team of undertaking project planning. **(10 Marks)**

QUESTION TWO

- (a) Define the following terms as used in strategic planning.
- (i) Vision
 - (ii) Mission
 - (iii) Core values
 - (iv) Mandate
 - (v) Objectives **(5 Marks)**

(b) Explain **five (5)** reasons why a manager needs to continuously evaluate the performance of the essential tasks of strategic management. **(10 Marks)**

(c) "If you do not know where you are going, any path will take you there." In light of this statement, outline **five (5)** benefits of a strategic plan to an organization.

(10 Marks)

UNIT THREE (ANSWER ONE QUESTION ONLY)

QUESTION ONE

(a) Outline **five (5)** types of office correspondence applicable in Kenyan Public Sector. **(5 Marks)**

(b) You have been asked to make a presentation to politicians in Kenya on how to curb hate speech during the electioneering period."

Explain **ten (10)** factors you will take into consideration when planning and preparing for such presentation. **(20 Marks)**

QUESTION TWO

(a) Outline **five (5)** benefits that can accrue to an organization when healthy workplace relationships are maintained. **(10 Marks)**

(b) Explain **five (5)** factors to be taken into account by interview panels in order to conduct effective employment interviews. **(15 Marks)**

UNIT FOUR (ANSWER ONE QUESTION ONLY)

QUESTION ONE

(a) Explain **five (5)** differences between a group and a team. **(10 Marks)**

(b) Describe **five (5)** techniques you will employ as a manager to build effective teams so as to improve service delivery at the work station. **(15 Marks)**

QUESTION TWO

(a) Explain **five (5)** factors influencing change in the public service. **(10 Marks)**

(b) Outline **five (5)** causes of resistance to change in the public service. **(5 Marks)**

(c) Explain **five (5)** strategies for managing change in the public service. **(10 Marks)**