

The
Management
University
of Africa



Sponsored by the Kenya Institute of Management

CERTIFICATE UNIVERSITY EXAMINATIONS
SCHOOL OF MANAGEMENT AND LEADERSHIP
BRIDGING CERTIFICATE COURSE

FCC 103: SELF-MANAGEMENT

DATE: 27TH JULY 2026

DURATION: 2 HOURS

MAXIMUM MARKS: 70

INSTRUCTIONS:

1. Write your registration number on the answer booklet.
2. **DO NOT** write on this question paper.
3. This paper contains **SIX (6)** questions.
4. Question **ONE** is compulsory.
5. Answer any other **FOUR** questions.
6. Question **ONE** carries **30 MARKS** and the rest carry **10 MARKS** each.
7. **Write all your answers in the Examination answer booklet provided.**

QUESTION ONE

Read the Case Study below carefully and answer the questions that follow:

BUILDING A SUCCESSFUL CAREER THROUGH SELF-MANAGEMENT

Mary is a young employee working as an office assistant in a busy organization. She is responsible for handling correspondence, maintaining records, and supporting various departments. Although she is hardworking, she often struggles to organize her responsibilities effectively.

Mary frequently arrives at work without a clear plan of activities for the day. She spends considerable time responding to non-essential messages and social media notifications during working hours. Consequently, some important tasks remain incomplete, forcing her to work beyond official hours.

Her supervisor has noticed that Mary becomes easily discouraged whenever she encounters challenges. When assigned difficult tasks, she quickly seeks help from others instead of attempting to find solutions herself. She also finds it difficult to make independent decisions and often waits for instructions before taking action.

Despite possessing several strengths such as creativity and good communication skills, Mary rarely reflects on her abilities or areas requiring improvement. She often compares herself negatively to her colleagues and doubts her capacity to succeed. This lack of confidence has affected her productivity and professional growth.

The organization recently introduced training programs focusing on self-awareness, resource management, resilience, time management, and decision-making. Management believes that employees who develop these skills are more likely to perform effectively and achieve career success.

Mary has decided to improve her self-management skills and has requested guidance on how to become more productive and confident.

Required:

- a) Identify and explain five self-management problems evident in Mary's case.

**(10
marks)**

- b) Analyze five self-management skills that would help Mary improve her performance.

(10

marks)

- c) Recommend five practical actions Mary can take to become a more effective employee.

(10 marks)

QUESTION TWO

- a) Discuss four theories in time management.

(6 marks)

- b) Describe four personal strengths that can promote learning for a student in a university.

(4

marks)

QUESTION THREE

- a) Goal alignment consists of three main skills. Identify and briefly explain these skills.

(8 marks)

- b) Describe what is meant by people management.

(2 marks)

QUESTION FOUR

a) Explain five benefits of self-awareness.

(5 marks)

b) Describe five personal strengths that contribute to effective learning and growth.

**(5
marks)**

QUESTION FIVE

a) Discuss four types of resources that require effective management.

(4 marks)

b) Explain three benefits of effective resource management.

(6 marks)

QUESTION SIX

a) Describe five barriers to effective decision-making.

(5 marks)

b) Explain five characteristics of effective decision-making.

(5 marks)