

The
Management
University
of Africa



Sponsored by the Kenya Institute of Management

CERTIFICATE UNIVERSITY EXAMINATIONS
SCHOOL OF MANAGEMENT AND LEADERSHIP
BRIDGING CERTIFICATE

FCC 103: SELF-MANAGEMENT

DATE: 30TH MARCH 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:

SELF-MANAGEMENT IN A FAST-PACED WORK ENVIRONMENT

Aisha, a 28-year-old project coordinator, works at a mid-sized technology company. Her job requires her to juggle several client projects at the same time, coordinate with different teams, and make sure deadlines are met. Recently, the company introduced a hybrid work model, allowing employees greater flexibility in deciding when and where they work. Aisha was excited about the flexibility. However, over time, she found it difficult to manage her workload effectively. Without clear boundaries between work and personal life, she often worked late into the night and skipped personal activities. This led to constant fatigue, stress, and a feeling of being overwhelmed. Her manager noticed these signs of burnout and advised her to focus on improving her self-management skills.

To regain control of her work and well-being, Aisha adopted several self-management strategies: Aisha started using the Eisenhower Matrix to organize her tasks. That is focuses on important and urgent tasks first, while postponing or delegating less important ones. As a result, she avoided last-minute pressure and unnecessary work.

She set SMART (Specific, Measurable, Achievable, Relevant, Time-bound) goals each week. Large projects were broken down into smaller tasks, making them easier to manage and less overwhelming. Aisha created a structured daily routine with a fixed start and end time for work. She also scheduled short breaks to maintain concentration and prevent mental exhaustion. At the end of every week, Aisha reflected on her performance. She reviewed what she had achieved, identified distractions, and made adjustments to improve the following week.

After two months, Aisha experienced noticeable improvements. Her stress levels reduced, and she felt more in control of her time. Her productivity increased, and she was able to maintain a healthier work-life balance. Her manager observed faster project completion, and client satisfaction scores also improved.

Required:

- a) Identify and explain the five (5) self-management strategies used by Aisha in the case study.
(10 marks)
- b) Discuss the role of self-reflection in effective self-management, using examples from the case study.
(4 marks)
- c) Suggest 5 additional self-management techniques Aisha could use to improve productivity.
(10 marks)
- d) Mention and explain at three challenges Aisha faces after the introduction of the hybrid work model?
(6 marks)

QUESTION TWO

- a) Discuss three core concepts of resource Management.
(6 marks)
- b) Analyze two soft skills necessitated in self-management.
(4 marks)

QUESTION THREE

- a) Self-management is the practice of regulating and controlling one's own thoughts, emotions, behaviors, and actions to achieve desired goals and maintain a balanced and productive life. Describe 5 self-Management Skills.
(6 marks)

- b) Explain four strategies of dealing with stress.
(4 marks)

QUESTION FOUR

- a) Define people management and explain its importance in organizations.
(2 marks)
- b) The ability to make decisions is a valuable leadership trait because it demonstrates a leader's capacity to think objectively and weigh different options. Outline and explain the four steps of the decision-making process.
(8 marks)

QUESTION FIVE

- a) Discuss four theories of time management. **(6 Marks)**
- b) Describe four personal strengths that can promote learning for a student in a university. **(4 Marks)**

QUESTION SIX

- a) Assess five stress management strategies for university students
(5 Marks)
- b) Explain the key elements of people management.
(5 Marks)