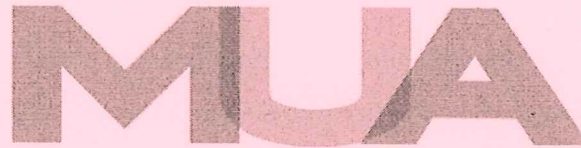


The
Management
University
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DIPLOMA UNIVERSITY EXAMINATIONS

SCHOOL OF MANAGEMENT AND LEADERSHIP

DIPLOMA COMMON UNIT

DCU 107: PRACTICE OF MANAGEMENT

DATE: 6TH DECEMBER 2024

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

Jema, located at opposite ends of the country, Northwest Center for Families (NCF) and Southeast Social Services (SSS) are local government agencies specializing in family, child, and school social work in rural areas. After attending a conference on performing social work in small communities, the directors of both organizations return with plans to address the issue of dual relationships, relationships in which social workers maintain both social and professional ties with clients. Each director takes a different approach to the issue. NCF's director sends out a memo to employees stressing that dual relationships are a conflict of interest prohibited by the organization. In the memo, she states that a dual relationship could be grounds for employee termination and encourages employees to report any non-sanctioned interaction between social workers and their clients.

The NCF director's plan also includes the construction of a new employee lounge, with the understanding that employees will eat their lunches in the office, rather than off campus. The director of SSS holds a meeting with his staff to discuss the organization's role and purpose in the community. He shares what he has learned at the conference: The potential to improve people's lives outweighs any other social or professional interaction that could derail the organization's purpose. The SSS director explains that he will make it his personal mission to solve the problem of dual relationships and asks employees for their input and participation in overcoming this obstacle. The leader explains that all employees must work together to reform the organization in order to better serve the community.

Required:

- a) Discuss the type of leadership that is practiced at NCF. **(10 marks)**
- b) Suggest the style of leadership you would recommend for a human service organization. **(10 marks)**
- c) From the case study above, demonstrate five importance of leadership at NCF for the achievement of the organizational excellence. **(10 Marks)**

QUESTION TWO

- a) Discuss five important roles of the Management Information System (5 marks)
- b) Examine five Characteristics of Management Development in Human Resource Management (5 marks)

QUESTION THREE

- a) Explain five consequences of employee motivation in an organization. (5 Marks)
- b) Outline five Leadership qualities of line managers (5 marks)

QUESTION FOUR

- a) Identify five elements of organizational culture. (5 marks)
- b) Outline five advantages of formal groups in an organization (5 marks)

QUESTION FIVE

- a) Explain five importance of planning in Business Management (5 marks)
- b) Outline five responsibilities of Chief Executive Officer (5 marks)

QUESTION SIX

- a) Discuss five importance of management (5 marks)
- b) Outline five roles of middle management (5 Marks)

