**INSTRUCTIONS**

1. Write you college and admission numbers on all papers used
2. Read **instructions** on answer booklet **carefully**
3. Time allowed is 3 hours
4. Attempt all **questions**
5. Number all questions **correctly**
6. Answer each question on a separate paper
7. Use **both** sides of the papers
8. Use **legible** writings
9. **Do not** use a pencil **except** for drawings and illustrations

**QUESTIONS**

1. Illustrate with the aid of a diagram and provide example on each level of the Maslow’s Hierarchy of needs and describe its relevance in management (10 marks.)
2. Highlight some of the methods of preventing conflicts in an organization. (10 marks)
3. State the various methods used for the disposal of and sale of assets in the Government Sector.(10 marks)
4. a) Define communication as a key directing management function (3 marks)
   1. Identify and explain the sequential steps of the communication process (7 marks)
5. Describe at least 10 (ten) factors hindering team work (10 marks).
6. a) State at least five vital skills of communication (5 marks)
   1. List the five common ways in which an effective message could be conveyed in an effective communication system (5 marks)
7. State the functions of the clinical officer’s council. (10 Marks)
8. a) What are the main causes of corruption? (6 Marks)

b) List the effects of corruption at the National level (4 Marks)

1. State the sources of Government Revenue. (10 Marks)
2. Explain the following terms as contained in the Code of Regulations (COR).
   1. Government check unit. (2marks
   2. Office (2marks)
   3. Authorised officer (2marks
   4. Interdiction (2marks)
   5. Transport work ticket (2marks)