

**JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY
SCHOOL OF BUSINESS AND ECONOMICS.**

**UNIVERSITY EXAMINATION FOR THE DEGREE OF BACHELOR OF BUSINESS
ADMINSTRATION WITH IT**

4TH YEAR 1ST SEMESTER 2019/2020 ACADEMIC YEAR

CENTRE; KISII LEARNING CENTRE

COURSE CODE : ABA 414

COURSE TITLE: ISSUES IN MANAGEMENT

TIME : 2HOURS

STREAM: BBA

Instructions:

- 1. Answer question 1 (compulsory) and any other 2 questions**
- 2. Candidates are advised not to write on question paper**

- 1a) Explain the social responsibilities of managers and the arguments for social and against the social involvement of business (20mrks)
- b) Discuss the role of the Government in business environment (10mrks)
2. a) outline the evolving concepts in management by objectives (MBO) and explain the systems approach to MBO (10mrks)
- b) Describe the benefits and weaknesses of MBO (10mrks)
3. a) elaborate the concept of market liberalization and explain its effect on a growing economy (10mrks)
- b) Explain the concept of disinvestment and give the primary motivation behind corporate or Government disinvestment. (10mrks)
4. Discuss the importance of the following in any business undertaking. (20mrks)
- i) B.P.R
- ii) J.I.T
- iii) P.E.R.T
- 5 a) TQM is too demanding and requires thinking in different and new ways besides adopting new approaches. Discuss other reasons why TQM has been difficult to implement in many organizations (10mrks)
- b) Explain the four components of TQM programme (10mrks)

