



JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY
SCHOOL OF BUSINESS & ECONOMICS
UNIVERSITY EXAMINATION FOR DEGREE OF BACHELOR OF BUSINESS
ADMINISTRATION WITH IT -SCM OPTION Y4SI
KISII CAMPUS-PART TIME

COURSE CODE: ABA 414

COURSE TITLE: ISSUES IN MANAGEMENT

EXAM VENUE: LR 17

STREAM: (BBA)

DATE: 22/12/16

EXAM SESSION: 2.00 -4.00 PM

TIME: 2 HOURS

Instructions:

- 1. Answer Question ONE (COMPULSORY) and ANY other 2 questions**
- 2. Candidates are advised not to write on the question paper.**
- 3. Candidates must hand in their answer booklets to the invigilator while in the examination room.**

QUESTION ONE

- a) The constitution gives the government the power to regulate some commerce. Though the government's role has increased over time, the business community still enjoys considerable freedom. Discuss the methods and reasons for government involvement in business activities in Kenya. (10 marks).
- b) Define the concept of market liberalization and explain its impact on a growing economy. (10 marks).
- c) Explain the concept of disinvestment and give the primary motivation behind corporate or government disinvestments. (10 marks).

QUESTION TWO

Discuss the economic, technological, social, political and legal environments in which managers operate (20 marks).

QUESTION THREE

Explain the social responsibility of managers and the argument for and against the social involvement of business. (20 marks).

QUESTION FOUR

- a) Outline the evolving concepts in management by objectives (MBO) and explain the systems approach to MBO. (10 marks).
- b) Describe the benefits and weakness of MBO. (10 marks).

QUESTION FIVE

- a) There are a number of essential characteristics upon which a clear strategy can be build into the management of the business to enhance the achievement of total quality. Highlight six characteristics of total quality management. (5 marks).
- b) Explain four components of TQM Programme. (8 marks).
- c) TQM is too demanding and requires thinking in different and new ways besides adopting new approaches. Give other reasons as to why TQM has been difficult to implement in many organizations. (7 marks).