



GARISSA UNIVERSITY

UNIVERSITY EXAMINATION **2017/2018** ACADEMIC YEAR **FOUR**
FIRST SEMESTER EXAMINATION

SCHOOL OF BUSINESS AND ECONOMICS

FOR THE DEGREE OF BACHELOR OF BUSINESS MANAGEMENT

COURSE CODE: BBM 485

COURSE TITLE: CONTEMPORARY ISSUES IN MANAGEMENT

EXAMINATION DURATION: 3 HOURS

DATE: 04/12/17

TIME: 09.00-12.00 PM

INSTRUCTION TO CANDIDATES

- The examination has SIX (6) questions
- Question ONE (1) is COMPULSORY
- Choose any other THREE (3) questions from the remaining FIVE (5) questions
- Use sketch diagrams to illustrate your answer whenever necessary
- Do not carry mobile phones or any other written materials in examination room
- Do not write on this paper

This paper consists of TWO (2) printed pages

please turn over



QUESTION ONE (COMPULSORY)

- (a) Explain the following terms as used in management; **[5 marks]**
- i. Total quality management
 - ii. Corporate governance
 - iii. Stakeholders management
 - iv. Reputation management
 - v. Change management
- (b) Outline the elements of business ethics **[4 marks]**
- (c) Explain the Impact of knowledge management to organizational performance **[6 marks]**
- (d) Discuss the various internal and external forces acting as stimulants to change management **[10 marks]**

QUESTION TWO

- (a) Explain the importance of international business to an economy **[5 marks]**
- (b) Discuss the process of knowledge management **[10 marks]**

QUESTION THREE

- (a) Define globalization **[2 marks]**
- (b) Outline perspective of globalization **[3 marks]**
- (c) Discuss important principles of total quality management **[10 marks]**

QUESTION FOUR

- (a) Explain government role in business organization **[5 marks]**
- (b) Describe the essential steps in issues management **[10 marks]**

QUESTION FIVE

- (a) Corruption threatens the economic and political fortunes of developing countries. Explain causes of corruption in Kenya **[5 marks]**
- (b) Discuss Measures to reduce malpractices in public office **[10 marks]**

QUESTION SIX

- (a) Explain the disadvantages of outsourcing Technology services/IT **[5 marks]**
- (b) Outline why change is usually resisted **[5 marks]**
- (c) Elucidate the principles of good corporate governance **[5 marks]**

