

**W1-2-60-1-6**

**JOMO KENYATTA UNIVERSITY OF AGRICULTURE AND TECHNOLOGY**

**UNIVERSITY EXAMINATIONS 2016/2017**

**EXAMINATION FOR THE DIPLOMA IN BUSINESS ADMINISTRATION**

**HCB 0219: ISSUES IN MANAGEMENT**

**DATE:AUGUST 2017 TIME: 1.5 HOURS**

**INSTRUCTIONS: Answer any three questions.**

**QUESTION ONE**

a. Management is a process in which mangers work with and through other people. Explain the meaning of the statement. (5 marks)

b. Briefly explain the main five functions of management. (15 marks)

**QUESTION TWO**

Explain the three management styles, clearly bringing out the superiority of management by objectives as compared to others. (20 marks)

**QUESTION THREE**

a. Outline any four reasons as to why employees will resist change. (8 marks)

b. Explain Kurt Lewin’s three-stage model of managing organizational change.

 (12 marks)

**QUESTION FOUR**

a. What do you understand by the term globalization.?

b. Explain any five benefits that business can enjoy in a globalized world economy.

 (15 marks)

**QUESTION FIVE**

a. With an illustrations explain the meaning of E-commerce. (8 marks)

b. Identify and explain any three challenges hindering small businesses in using E- commerce. (12 marks)