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**JOMO KENYATTA UNIVERSITY**

**OF**

**AGRICULTURE AND TECHNOLOGY**

 **UNIVERSITY EXAMINATIONS 2016/2017**

**YEAR II SEMESTER II EXAMINATION FOR THE DIPLOMA IN BUSINESS ADMINISTRATION**

**HCB 0219: CONTEMPORARY ISSUES IN BUSINESS MANAGEMENT**

**DATE: AUGUST 2017 TIME: 1 ½ HOURS**

**INSTRUCTIONS: ANSWER ANY THREE QUESTIONS IN THE ANSWER BOOKLET PROVIDED**

**QUESTION ONE**

1. Identify and explain any IFVE emerging issues in the management of the human resource of an organization. [10 marks]
2. There are trends that are critical in determining whether an organization can service the ever growing competitive market. Identify and explain these trends. [10 marks]

**QUESTION TWO**

1. Organizations are faced with critical challenges of which the use of the internet can help to overcome. Identify FIVE of these challenges. [10 marks]

(b)(i) Define electronic money? [2 marks]

 (ii) Identify and explain FOUR methods of electronic payment. [8 marks]

**QUESTION THREE**

1. What are the features of the internet that make it good for the future of any business? [10 marks]
2. Identify the key potential benefits for firms that implement the corporate social responsibility? [10 marks]

**QUESTION FOUR**

1. Identify and explain any FIVE principles that create an effective change management in an organization. [1 mark]
2. (i) Define work related stress? [2 marks]

(ii) Identify and explain any FOUR work-related stress common in organizations? [8 marks]

**QUESTION FIVE**

1. Identify and explain any FIVE primary stress management strategies that an organization can employ to reduce the effects of stress? [10 marks]
2. Explain any FIVE benefits that a firm may get by going global. [10 marks]