

#### ST. PAUL’S UNIVERSITY

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**FACULTY OF BUSINESS COMPUTER SCIENCE AND COMMUNICATION STUDIES**

**BACHELOR OF BUSINESS ADMINSTRATION AND MANAGEMENT**

**SEPTEMBER - DECEMBER 2021 SEMESTER**

**BMA 415: CONTEMPORARY ISSUES IN MANAGEMENT**

**DATE: DECEMBER, 2021 TIME: 8.00am – 8.00am (24 hours)**

**INSTRUCTIONS:**

1. Answers ALL Questions.
2. Submit your answers in word format unless otherwise instructed. Type your answers in a word document. **Do not PDF your document**.
3. Submit your answers via the Exam Portal.
4. For images (photographs, graphs and calculations etc), use legible writing. Take an image (Photo) of all the answer sheets and submit via the Exam Portal. Remember to number the answer sheet pages.

**NOTE: No submissions will be accepted in any other mode e.g. emails, WhatsApp etc.**

1. The examinations start at 8.00am and all the answer scripts MUST be posted on the portal by 8.00am the following day **(within 24 hours).**
2. Submit your answer sheets as one document. Click the “SUBMIT” button to ensure that your answer sheet is uploaded in the portal.
3. Allow yourself enough time to confirm that your submission has gone through. You will receive an automated email receipt on successful submission.

**NOTE: Submission deadlines must be observed.**

1. On the front page of each answer script you are required to observe the following instructions:
   * Write your student number in full
   * Write the unit code and title
   * Write the date of examination
   * Write the name of the lecturer
   * Write “SUPPLEMENTARY” or “DEFFERED EXAM” as the case may be, (if you are taking a supplementary or deferred examination).

**Question One**

Majority of the organizations are willing to take part in corporate social responsibility but are unable. Critically analyze the factors behind this neglect and provide justifiable examples (10 Marks)

**Question Two**

The challenge for business today is to produce quality products or services efficiently. A company that meets this challenge can use quality as a competitive weapon. Examine how managers can apply the Total Quality Management approach to overcome this challenge (10 marks)

**Question Three**

Organization should be prepared to develop individual managers and management teams that are flexible, adaptable and innovative in technology, financial and business issues**.** Examine the real life management development approaches (10 Marks)

**\*\*\*END\*\*\***