

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

## JOMO KENYATTA UNIVERSITY OF AGRICULTURE AND TECHNOLOGY

**UNIVERSITY EXAMINATIONS 2018/2019**

**EXAMINATION FOR THE DIPLOMA IN BUSINESS ADMINISTRATION**

**HCB 0206: CONTEMPORARY ISSUES IN BUSINESS MANAGEMENT**

**DATE: APRIL 2019 TIME: 1.5 HOURS**

**INSTRUCTIONS: ATTEMPT QUESTION ONE AND ANY OTHER TWO QUESTIONS**

Q1) Ajax Finance Ltd is a local bank operating in the Kenyan environment. The finance sector is currently experiencing a dynamic and complex business environment. Ajax has to adopt modern management styles to manage the business environment.

Required:

a) Select any two styles of management that can be practiced by the company clearly explaining advantages of each style (10 marks)

b) Ajax can adopt e-banking as a strategy. Discuss the advantages of e-banking (5 marks)

c) The success of Ajax finance ltd depends on type of leadership. Advice Ajax finance ltd on the type of leadership that can be adopted (5 marks)

Q2) Globalization is creating new challenges for managing business firms in Kenya. Describe the type of challenges and suggest possible solutions (20 marks)

Q3) Using specific examples discuss how companies in kenya are implementing corporate social responsibility. Outlining the likely advantage of these efforts (20 marks)

Q4) Explain internal and external triggers of organizational change and suggest any five possible solutions to respond to the triggers (20 marks)

Q5) Discuss any 5 (five) contemporary issues in management and suggest any five ways of responding to these contemporary issues (20 marks)