



# **GRETSA UNIVERSITY - THIKA**

## **UNIVERSITY EXAMINATIONS JANUARY – APRIL 2017 SEMESTER**

### **BACHELOR OF COMMERCE**

**COURSE CODE: BCBA 408**

**COURSE TITLE: CONTEMPORARY ISSUES IN MANAGEMENT**

**DATE: 5 APRIL 2017**

**TIME: 8.00 AM – 11.00 AM**

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#### **INSTRUCTIONS TO CANDIDATES**

1. SECTION A IS **COMPULSORY**.
2. SECTION B: ANSWER ANY OTHER **THREE** QUESTIONS.
3. **DO NOT** WRITE ANYTHING ON THIS QUESTION PAPER AS IT WILL BE AN EXAM IRREGULARITY.
4. ALL ROUGH WORK SHOULD BE AT THE BACK OF YOUR ANSWER BOOKLET AND CROSSED OUT.

**CAUTION:** All exam rooms are under CCTV surveillance during the examination period.

## **SECTION A**

### **QUESTION ONE**

- A. The term Corporate Governance has been defined broadly by different authorities. Give one definition that describes Corporate Governance comprehensively. (5 Marks)
  
- B. Describe the three areas that corporate governance is concerned with. (9 marks)
  
- C. There are 22 principles that corporate governance is given by the commonwealth Association of corporate Governance (CACG 1999) and the Private sector Corporate Governance trust (PSCGT 1999). Outline ANY ten of them. (20 Marks)
  
- D. There are many models of issue management comprising between five to ten steps that fall into three major categories. Identify them and expound on each. (6 Marks)

## **SECTION B**

### **QUESTION TWO**

- A. In the context of corporate issues management, issues are commonly described as having a life cycle comprising of five stages. Describe them. (10 Marks)
  
- B. Define Management development in the context of a growing organization. (2 Marks)
  
- C. The process of outsourcing generally encompasses four stages. Describe them.(8 Marks)

### **QUESTION THREE**

- A. (i) What is Change Management? (4 Marks)  
  
(ii) A somewhat ambiguous term, change management has at least three different aspects. List them and explain them in detail. (6 marks)
  
- B. Information Communication technology (ICT) plays a very critical role in many of today's businesses. Describe in detail both the positive and the negative impacts of ICT in management of an organization. (10 Marks)

#### **QUESTION FOUR**

- A. Accountability and transparency in management means that every person in management has a duty to act visibly, predictably and understandably to promote participation and accountability. Describe the four stages of accountability relationship. (10 Marks)
- B. Define Liberation Management and highlight its impact in a business / organization. (10 Marks)

#### **QUESTION FIVE**

- A. Highlight the advantages and the disadvantages of democratic management. (10 Marks)
- B. (i) Define Total quality Management (TQM). (4 Marks)  
(ii) There are three distinct characteristics of Total Quality Management. Discuss them in the context of a growing organization. (6 Marks)