INSTRUCTIONS:
- Answer question ONE (compulsory) and any other TWO questions

QUESTION ONE
In a newspaper article the permanent secretary in the ministry of communication argued that portal co-operation must become innovative in developing new ways of doing business, otherwise the co-operation would become Extinct. He also argued that the most successful organization are those which match technology trend as well as matching the changing consumer taste and preference.

(a) With reference to the above background information, describe the main factors that influence innovation within organizations. (10 Marks)
(b) How can management turn around postal corporation. (10 Marks)
(c) What are the main factors that influence the diffusion of innovation at postal corporation. (5 Marks)
(d) Using examples discuss the various types of innovation. (5 Marks)

QUESTION TWO
(a) Using examples describe the main sources of Business ideas. (10 marks)
(b) Innovator use their left brain skills to ideas, using examples discuss this statement. (10 Marks)

QUESTION THREE
(a) Identifying and discuss THREE types of technology capability. (10 Marks)
(b) Using relevant illustrations demonstrate how technology transfer can help small business grow and how it can be enhanced. (10 Marks)

QUESTION FOUR
(a) Using relevant illustration show how ICT can enhance health and agriculture service provision in Kenya. (10 Marks)
(b) Business productivity and competitiveness are highly dependent on technology although not excessively. Discuss. (10 Marks)

QUESTION FIVE
(a) Describe the various steps involved in the innovations process. (10 Marks)
(b) Briefly explain the benefits and limitations of innovation. (10 Marks)