

**UNZA/ZOU 2018 FINAL YEAR STUDENTS MASTER OF BUSINESS ADMINISTRATION PROGRAMME SEMINAR  
PRESENTATION DATE: 22<sup>nd</sup> -23<sup>rd</sup> AUGUST, 2018 VENUE: IDE CONFERENCE ROOM, UNZA**

01

**Name of Student:** Joseph Batala (715809056)

**Topic:** Online Service Quality and Customer Satisfaction among Small Tax Payers: Critical Analysis of Zambia Revenue Authority

**Supervisor:** Dr. W. Phiri

**Programme:** Master of Business Management

**Time:** 09:00 hrs

02

**Name of Student:** Brown Kalela (715810208)

**Topic:** Effects of Out-sourcing on Performance of Mining Companies in Zambia. A Case Study Konkola Copper Mines

**Supervisor:** Dr. V. Muchemwa

**Programme:** Master of Business Management

**Time:** 09:20 Hrs

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03

**Name of Student:** Mirriam C. Ndhlovu (715808572)

**Topic:** An Analysis of State of Diversity Management in Banking Industry in Zambia: A Case study of Invest-trust Bank Zambia

**Supervisor:** Mr. T. Kamanga

**Programme:** Master of Business Management

**Time:** 09:40 Hrs

04.

**Name of Student:** Bright Chitomfwa (715807444)

**Topic:** Challenges of Decentralization under the Ministry of Commerce, Trade & Industry: Case study of Zambia compulsory Standards Agency

**Supervisor:** Dr. E. Lusambo

**Programme:** Master of Business Management

**Time:** 10:00 Hrs

05

**Name of Student:** Anastasia Tembo (715807509)

**Topic:** Effects of Work Life Balance on Employee Performance at AB bank, Lusaka, Zambia.

**Supervisor:** Mr. J. Kasongo

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**Time:** 10:20 hrs

06

**Name of Student:** Racheal Mwale (715807665)

**Topic:** A Critical Analysis of Advertising Costs and Dairy Products Sales Volumes: A Case of Parmalat Zambia Limited

**Supervisor:** Dr. W. Phiri

**Programme:** Master of Business Management

**Time:** 10:40 hrs

07

**Name of Student:** Yoram Chikonkolo (715808254)

**Topic:** Efficiency of Corporate Social Responsibility in Mining Industry: Case Study Konkola Copper Mines Efficiency

**Supervisor:** Dr. V. Muchemwa

**Programme:** Master of Business Management

**Time:** 11:00 hrs

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**Name of Student:** Diana Ndumba (715808165)

**Topic:** Effects of Borrowing on Small Scale Construction Companies.

**Supervisor:** Dr. E. Lusambo

**Programme:** Master of Business Management

**Time:** 11:20 hrs

09

**Name of Student:** Anthony Makumba Chisanga (715810097)

**Topic:** Challenges Faced in Implementation of Strategic Plan by Selected Secondary School in Ndola District

**Supervisor:** Dr. Tambulukani

**Programme:** Master of Business Management

**Time:** 11:40 Hrs

10

**Name of Student:** Milda Hachuka (715807738)

**Topic:** The Impact of Employee Empowerment on Employee Productivity: A Case of Citizen Economic Empowerment Commission

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**Supervisor:** Dr. B. Chilolo

**Programme:** Master of Business Management

**Time:** 12:00 hrs

11

**Name of Student:** Rajeshvary Joshi (715809874)

**Topic:** Assessment of Competitive Customer Service Strategies and Customer Retention in Local Commercial Banks: A Case of Investrust Bank plc, Lusaka, Zambia

**Supervisor:** Dr. W. Phiri

**Programme:** Master of Business Management

**Time:** 12:20Hrs

**12. Name of Student:** DAMASEKE KUYUMBA CHIBALE (715807401)

**Topic:** Liberalised Higher Education and Strategic Choice in Public Universities. A Case of the university of Zambia.

**Supervisor:** Dr W. Phiri

**Programme:** Master of Business Management

**Time:** 12:40Hrs

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**DAY TWO: THURSDAY – 23/8/18**

13

**Name of Student:** Paul Chitalimine (715810143)

**Topic:** An Empirical Relationship among Electricity Consumption, Economic Growth and Inflation: A Case of Casualty in Zambia

**Supervisor:** Dr. V. Muchemwa

**Programme:** Master of Business Management

**Time:** 09:00Hrs

14

**Name of Student:** Emmanuel N'gandu (715807568)

**Topic:** Challenges Faced in Implementation of Strategic Plan by Selected Secondary School in Ndola District

**Supervisor:** Dr. Tambulukani

**Programme:** Master of Business Management

**Time:** 09:20 Hrs

15

**Name of Student:** Julian Kampamba Mwango (715810470)

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**Topic:** Marketing Strategies and Sustainable Tourism: An Assessment of the Zambia Tourism Agency

**Supervisor:** Dr.W.Phiri

**Programme:** Master of Business Management

**Time:** 09:40 Hrs

16

**Name of Student:** Lungowe Chikale (715808238)

**Topic:** An Assessment of Zambia Revenue Authority Tax-online System on User satisfaction: A Case Study of the Lusaka Tax Payer Service

**Supervisor:** Dr. V. Muchemwa

**Programme:** Master of Business Management

**Time:** 10:00 Hrs

17

**Name of Student:** Evans Ngalande (715809889)

**Topic:** Factors which Cause Small Scale Farmers in Mapangazhya Farming Block in Chikankata District to Continue Maize Cultivation as Main Source of Income Despite the Many Challenges that Come with it

**Supervisor:** Dr. Tambulukani

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**Time:** 10:20 Hrs

18

**Name of Student:** Michelo Mainza (715810160)

**Topic:** Impact of the Integrated Financial Management System: Case of Government of the Republic of Zambia

**Supervisor:** Dr. Kachaka

**Programme:** Master of Business Management

**Time:** 10:40 hrs

19

**Name of Student:** Mukonde Mwewa (715810143)

**Topic:** The Effectiveness of Student Online Payment System: A Case Study of the University of Zambia

**Supervisor:** Dr. V.Muchemwa

**Programme:** Master of Business Management

**Time:** 11:00 Hrs

**Name of Student:** PENELOPE KANGWA BWALYA (715808441)



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**Topic:** THE IMPACT OF LOYALTY PROGRAMS ON SALES AND CUSTOMER RETENTION: A CASE OF ZAMTEL MOBILE SERVICE

**Supervisor:** DR. GK. TAMBULUKANI

**Programme:** Master of Business Management

**Time:** 11:20Hrs

20

**Name of Student:** LAKI CLAREMONT (715808386)

**Topic:** REASONS FOR FAILURE TO GRADUATE FROM THE FARMER INPUT SUPPORT PROGRAM BY SMALL SCALE FARMERS : THE CASE OF ILUME,MKUSHI DISTRICT.

**Supervisor:** DR. G TAMBULUKANI

**Programme:** Master of Business Management

**Time:** 11:40Hrss

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**Name of Student:** PETER MUMBA (715810453)

**Topic:** AN ASSEMENT OF THE EFFECTIVENESS OF THE ANNUAL PERFORMANCE APPRAISAL SYSTEM IN INSTITUTIONS OF HIGHER LEARNING IN ZAMBIA: CASE STUDY OF NIPA

**Supervisor:** DR. J. SIMWINGA

**Programme:** Master of Business Management

**Time:** 12:00 Hrs

22

**Name of Student:** ZONDIWE MUSONDA (715808289)

**Topic:** SERVICE QUALITY AND CUSTOMER SATISFACTION IN THE PAY TV INDUSTRY: CASE STUDY OF MULTICHOICE ZAMBIA LIMITED

**Supervisor:** Dr. W. Phiri

**Programme:** Master of Business Management

**Time:** 12:20 Hrs

23

**Name of Student:**

**Topic**

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**Supervisor:**

**Programme:** Master of Business Management

**Time:** 12:40Hrs

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**Name of Student:**

**Topic:**

**Supervisor:**

**Programme:** Master of Business Management

**Time:**

NOTE:

- (i) Time Allocation: Each student will be given 10 minutes for presentation followed by comments /observation/guidance from audience and panel for 10 minutes

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- (ii) Few students from other programmes who were unable to make their presentations during the last residential school in consultation with their programme coordinators and supervisors may be allowed to join the MBA group to make their presentations on the second day of the presentation.