Question 1b

Technology change has increase the efficiency of a product or process that results in an increase in output, without an increase in input. In other words, someone invents or improves a product or process, which is then used to get a bigger reward for the same amount of work. The most probable businesses that have arisen from change in technology is the telecommunication business. Business that have risen from change in technology are:

1. **Safaricom-**  Safaricom formed back in 1997 as a fully owned subsidiary of Telkom Kenya of which in few years Vodafone acquired almost half of its shares.  
   Before that safaricom used 2G networks to which were slower in terms of data transfer. Introduction of 3G and 4 in the later years and being the first to acquire the technology revolutionized everything.  
   Also introduction of Mpesa has changed the perception about money transfer. Sending money was now easier, faster and secure form of money transfer. Mpesa has also grown from that to incorporate M-**s**hwari, M-akiba , M-tiba
2. **Airtel**

Just like safaricom, airtel started back in 2010. It was recognized as Zain and was in operations in 15 countries in Africa. Airtel also started like safaricom, offering 2G services to its subscribers for a couple of years. Later they adopted the 3G modem connectivity then 4G in 2017. The technological changes sparked improvements in their business operations.

Also Airtel came up with airtel money which was developed to rival safaricom’s Mpesa.