

UGANDA MARTYRS UNIVERSITY

Faculty of Business Administration and Management

Consultancy Skills Exam

CODE : MBA 6208
Date : 21st May, 2022
Time : 9 AM-3.00 PM

INSTRUCTIONS

1. This is an online examination
2. Answer **FOUR** questions
3. Question ONE of Section A is compulsory and carries 40 marks
4. Answer any other THREE Questions from Section B. Each question carries 20 marks.
5. Your responses should be supported by clear examples
6. Use of examples unique to your organization or community will attract extra marks

GOOD LUCK

SECTION A: COMPULSORY (40 MARKS)

QUESTION ONE

“The 7-Steps framework is a simple and effective way of solving a business problem. It is designed to be iterative and enables you to show clients your thinking at each stage of the process. It also allows you to incorporate clients’ ideas and new information as it arises”

Given your knowledge of the seven steps, explain with **relevant examples** specific to your organization or community, your understanding of each of these steps *(20 Marks)*

SECTION B: ANSWER ANY THREE QUESTIONS FROM THIS SECTION

QUESTION TWO

According to Michael Porter, competitive strategy is devised into 4 types. With **relevant and vivid examples** explain your understanding of these strategies *(20 Marks)*.

QUESTION THREE

You have been hired as an internal consultant to carry out a customer needs analysis. With the use of **relevant examples** from your organization or community, explain what your focus will be in terms of types of customer needs *(20 Marks)*.

QUESTION FOUR

You have been given an assignment to carry out a study on the performance of students pursuing master’s in Business Administration at the Uganda Martyrs University which is church founded. The course is blended where some classes are online while others are physical. The key areas of investigation are:

- a) Academic qualification of lecturers
- b) Facilitation skills/capacity by lecturers
- c) Quality of students admitted
- d) Learning environment

For each of those areas of investigation, identify the following:

- a) Sources of data
- b) The methods of data collection and
- c) The appropriate data collection tools.

Your task: Develop a framework that will guide you in data collection *(20 Marks)*

QUESTION FIVE

Expanding the quality of education project, is a project that has been implemented by the Ministry of Education in four districts of Mpigi, Wakiso, Mukono, and Kayunga. The aim of the project is to improve access to education for the most Vulnerable children. The project has three objectives: a) The first, strengthening the capacity of the teaching staff in delivering; b) improving the learning environment at schools; and c) increasing access to learning materials at schools.

Task: Develop specific components of the terms of reference for the end of project evaluation. The components you should focus on the following: a) Purpose of the evaluation, b) scope of the assignment, c) methodology of the study, d) key outputs and deliverables, e) Composition and expected qualifications and competencies of the consultants *(20 Marks)*.

QUESTION SIX

You have signed a contract with KCCA to undertake an assessment of the effectiveness, efficiency and impact of the Local Government tax on the traders. With relevant examples, explain how you would observe the following ethical guidelines during your conduct of the assignment: *(20 Marks)*

- a) Do no harm to your client.
- b) Keep client information private unless the client or law requests otherwise.
- c) Anticipate and avoid conflicts of interest
- d) Do not go beyond your own expertise.
- e) Treat others the way you want them to treat you.