

**UGANDA MARTYRS UNIVERSITY**  
**FACULTY OF BUSINESS ADMINISTRATION AND MANAGEMENT**  
**FINAL ASSESSMENT EXAMINATION**  
**BA MICROFINANCE II (RUBAGA EVENING) MAY 2018**  
**BUSINESS EXCELLENCE AND INTEGRITY**

**INSTRUCTIONS**

- a. Attempt 4 Questions in total
- b. QUESTION No. 1 is Compulsory and carries 40 marks.
- c. All other questions carry 20 marks.

**QUESTION 1 (COMPULSORY 40marks)**

- a) With the support of relevant examples and illustrations, explain the following terms in the perspective of microfinance business?
  - i. Business Excellence (4marks)
  - ii. Business Ethics (4marks)
  - iii. Integrity (4marks)
  - iv. Gross misconduct (4marks)
  - v. Conflict of Interest (4marks)
  - vi. Core Values (4marks)
  - vii. Key Performance Indicators (4marks)
  - viii. Vision of the Organisation (4marks)
  - ix. Corporate Mission (4marks)
  - x. Organisation Policy (4marks)

**QUESTION 2 (20 MARKS)**

- a) Explain the meaning of the phrase 'ethical code of conduct'? (5marks)
- b) Why is an ethical code of conduct critical in effective management of MFIs (15marks)

**QUESTION 3 (20 MARKS)**

- a) What is Corporate Social responsibility? (4marks)
- b) Why is Corporate Social Responsibility vital in achieving both the Commercial and Social Missions of MFIs? (16marks)

**QUESTION 4 (20 MARKS)**

Explain the key roles of each of the following stake holders in a Microfinance Institution?

- a) Board of Directors (4marks)
- b) Management (4marks)
- c) Customers (4marks)
- d) Regulators (4marks)
- e) Apex bodies (4marks)

**QUESTION 5 (20 MARKS)**

- a) Explain what transpires at the Annual General Meeting (AGM) of a microfinance Institution? (8 marks)
- b) Explain the significance of the Annual General Meeting in achieving Business Excellence? (12marks)

**QUESTION 6 (20 MARKS)**

- a) State and explain the key indicators MFIs use in measuring their performance? (12marks)
- b) Mention any 4 common reports MFIs will need in monitoring day to day performance? (8marks)