

UGANDA MARTYRS UNIVERSITY

**FACULTY OF BUSINESS ADMINISTRATION AND
MANAGEMENT**

DEPARTMENT OF MICROFINANCE

SEMESTER TWO 2018/19

BAMF II LUBAGA CAMPUS

COURSE UNIT: BUSINESS EXCELLENCE AND INTERGRITY

DATE: 3RD MAY 2019

Time allowed: 3hours

Instructions to Candidates:

Read the following before answering the examination questions.

- a) Attempt 4 Questions in total
- b) QUESTION No. 1 is Compulsory and carries 40 marks. All other questions carry 20 marks.
- c) Do not write anything on this question paper.
- d) Write neatly and show all workings clearly.
- e) Start every question on a new page
- f) Clearly state the question number & sections attempted

QUESTION 1 (COMPULSORY 40marks)

- a) With support of relevant examples explain the term Business Ethics? (4marks)
- b) Explain why Ethics is an important factor in achieving Business excellence in organisations? (6marks)
- c) State and explain the indicators of Business excellence in a Microfinance Institution? (10marks)
- d) Mention and explain any 5 desired core values for a microfinance institution? (10marks)
- e) Explain the 'bottlenecks' to achieving Business excellence in many organisations? (10marks)

QUESTION 2

Give your views and opinion on the following ethical concerns;

- a) Doing microfinance business with poor people? (6marks)
- b) Earning profit from poor people? (7marks)
- c) Commercialising microfinance services offered to the poor? (7marks)

QUESTION 3

- 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 4

'Business excellence is achieved when all stake holder interests have been met'

Required;

- a) Name at least 5 stake holders of a microfinance institution? (5marks)
- b) For each stakeholder mentioned above, mention at least 3 of their interests or expectations from the microfinance institution? (15marks)

QUESTION 5

- a) Explain the role of Corporate Social Responsibility as a tool to achieve Business excellence? (10marks)
- b) Explain the challenges organisations face in effectively implementing their Corporate Social Responsibility strategy? (10marks)

QUESTION 6

- a) Explain the role of reason and emotion in the day to day management of MFIs? (12marks)
- b) What are the possible consequences of negative emotion by a business manager to the organisation? (8marks)

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