

UNIVERSITY OF SWAZILAND

FACULTY OF COMMERCE

DEPARTMENT OF BUSINESS ADMINISTRATION

SUPPLEMENTARY EXAMINATION PAPER, 2005

COURSE TITLE : BUSINESS ENVIRONMENT

COURSE CODE : BA 111

TIME ALLOWED : TWO HOURS

**DEGREE AND YEAR : DIPLOMA IN COMMERCE (YEAR – 1)
I.D.E. (YEAR – 2)**

INSTRUCTIONS:

- 1. There are two sections in this examination: SECTION – A & SECTION -B**
- 2. Marks awarded are indicated at the end of each question**
- 3. Mark will be awarded for good communication and for the orderly presentation of your work**
- 4. Wrong and incorrect answer will not get marks**
- 5. Write the sub – heading and explain your answer clearly**

SPECIAL REQUIREMENT: WRITE YOUR LIST NUMBER WITHOUT FAIL

SECTION – A

THIS IS A COMPULSORY SECTION (40 MARKS)

INSTRUCTION: READ THE CASE STUDY AND ANSWER THE QUESTIONS GIVEN BELOW.

CASE STUDY : SELECTION (OR) PROMOTION

CRR Industries Ltd, Matsapha is producing electric bulbs, water coolers, air coolers and refrigerators. Recently it added a new line of production that is, electric motors both for domestic and agricultural purposes. It needed one electric engineer with B. Tech qualification to look after the new plant producing electric motors. Presently, five electric engineers with B.E. qualifications are working in the existing plant as Assistant Engineers. The company advertised for the post of Chief Engineer (Electrical) for its new plant. It received twelve applications out of which five are from the Assistant Engineers working in the existing plant.

The company used techniques of preliminary interviews, tests, final interview and medical examination and finally selected Mr. C.B. Dlamine, employed in the existing plant of the company. He is fourth in the seniority list of the Assistant Engineers in the present plant. The company served the appointment order to Mr. C.B.Dlamine and he joined as Chief Engineer in the new plant. But the three Assistant Engineers in the existing plant moved the issue to the court of law contesting the selection of Mr. C.B. Dlamine as not valid, as he is not the senior one among the Assistant Engineers in the existing plant.

QUESTION

1. WHAT WOULD BE THE MANAGERMENTS' RESPONSE IN THIS CASE? GIVE REASONS IN SUPPORT OF YOUR ANSWER. (20 MARKS)

QUESTION

2. PREDICT THE OUTCOME REGARDING THIS ISSUE? GIVE REASONS FOR YOUR PREDICTION IN DETAIL? (20 MARKS)

SECTION – B

INSTRUCTION : ANSWER ANY TWO QUESTION ONLY

**EACH QUESTION CARRIES 30 MARKS
(ESSAY TYPE ANSWERS)**

QUESTION – 3

- (A) IDENTIFY AND COMPARE THE FOUR FORMS OF COMPETITION? (15 MARKS)
- (B) WHAT ARE THE MERITS OF SMALL BUSINESSES? EXPLAIN? (15 MARKS)

QUESTION – 4

- (A) EXPLAIN THE STEPS INVOLVED IN DELEGATION? (15 MARKS)
- (B) DESCRIBE THE KEY MOTIVATION TECHNIQUES THAT HELP MANAGERS BOOST EMPLOYEES MOTIVATION? (15 MARKS)

QUESTION – 5

- (A) DEFINE HUMAN RESOURCE PLANNING? EXPLAIN THE STEPS IN HUMAN RESOURCE PLANNING? (15 MARKS)
- (B) DISCUSS THE VARIOUS TYPES OF TRADE RESTRICTIONS TO INTERNATIONAL BUSINESS. (15 MARKS)

QUESTION – 6

- (A) ANALYZE THE FOUR FUNCTIONS OF A MANAGEMENT INFORMATION SYSTEM? (15 MARKS)
- (B) WHAT IS MARKETING INFORMATION? DISCUSS TWO GENERAL APPROACHES TO COLLECTING MARKETING INFORMATION? (15 MARKS)