

UNIVERSITY OF SWAZILAND

FACULTY OF COMMERCE

DEPARTMENT OF BUSINESS ADMINISTRATION

SUPPLEMENTARY EXAMINATION PAPER, JULY 2013

TITLE OF PAPER : BUSINESS ENVIRONMENT

DEGREE AND YEAR : B. COMMERCE

COURSE CODE : BA 111

TIME ALLOWED : THREE (3) HOURS

INSTRUCTIONS :

- 1. THIS PAPER CONSISTS OF SECTIONS (A) AND (B)**
- 2. THE CASE STUDY ON SECTION (A) IS COMPULSORY. TOTAL MARKS POSSIBLE: 40 MARKS**
- 3. ANSWER ANY THREE QUESTIONS FROM SECTION (B): TOTAL MARKS POSSIBLE: 60 MARKS**

NOTE: MARKS WILL BE AWARDED FOR GOOD COMMUNICATION IN ENGLISH AND FOR ORDERLY PRESENTATION OF WORK

DO NOT OPEN THIS PAPER UNTIL THE INVIGILATOR HAS GRANTED PERMISSION

GOOD LUCK!

SECTION A

The Human Resource manager of Swaziland Millers was facing a serious problem of Muzi, the young financial manager of the organization newly recruited from the University of Swaziland with a very high recommendation from his lecturers. Alcohol was provided free of charge to staff members as long as it was consumed on the premises after hours and in legal quantities. But of late, he strongly suspected that Muzi was drinking beyond this limit and coming to work under the influence of alcohol. There had also been rumours of marijuana smoking amongst a few of the young male staff members.

He had observed that Muzi came to work late on Mondays and had once caught him fast asleep on his desk one afternoon. On Friday afternoons, Muzi was the first to start drinking in the canteen and the last to leave. The Christmas season was around the corner and production levels had been increased but unpaid invoices were piling up in the finance department and all enquiries about the delay pointed to Muzi signature which was missing. Finance clerks were always trying to find Muzi. He had also had to deal with several cases of strong disagreements between Muzi and two financial clerks in two incidents and one had degenerated into a physical confrontation. The HR manager decided that it was time to investigate the problem more closely.

- (a) Do you think Muzi is abusing alcohol and marijuana? Identify and discuss the indications that this is the case. How can the organization deal with this issue? **(12 marks)**
- (b) If the HR manager decides to test Muzi for substance abuse, what challenges do you foresee? **(8 marks)**
- (c) Discuss some of the drug testing methods that Swaziland Millers can employ **(10 marks)**
- (d) When is alcoholism considered to be a disease and when is it a character disorder? **(5 marks)**
- (e) Discuss other types of substances including legal drugs. Which is the most common and why other these dangerous? **(5 marks)**

SECTION B

Question 1

The world is faced with very grave challenges in relation to the changes and impact of business activity on the natural environment. Climatic changes which are caused by air pollutants generated by business activity are a good example. Explain why corporations should be concerned about the natural environment and discuss the approaches that businesses can adopt to deal with the natural environment challenges. (20 marks)

Question 2

Define sexual harassment in the workplace and discuss the actions that constitute such action. When can organizations be held liable for sexual harassment and how can they safeguard themselves against such action? (20 marks)

Question 3

Competitors are an important variable in the market environment of any business organization. These are entities which provide primarily the same type of products as the organization, and secondarily substitute products. Describe the important business competitiveness factors and strategies that organizations can employ to deal with competition. (20 marks)

Question 4

Competition laws, sometimes referred to as antitrust laws are designed to protect consumers from unfair business company activities. Describe some of the activities that such laws address. Explain the basic rights with respect to goods/ services that customers have. (20 marks)