



TECHNICAL UNIVERSITY OF MOMBASA
Faculty of Business and Social Studies

DEPARTMENT OF BUSINESS STUDIES

UNIVERSITY EXAMINATIONS FOR DEGREE IN
BACHELOR OF BUSINESS ADMINISTRATION
BACHELOR OF COMMERCE

BFI 4101: BUSINESS STUDIES

END OF SEMESTER EXAMINATIONS

SERIES: APRIL 2015

TIME: 2 HOURS

INSTRUCTIONS:

- Answer Question **ONE (Compulsory)** and any other **TWO** questions.
- Do not write on the question paper

This paper consists of Two printed pages

QUESTION 1 (Compulsory)

- a) Explain what is meant by the micro environment and highlight the issues in the micro environment. **(10 marks)**
- b) The Manager would carry out various activities in the staffing function. Discuss. **(10 marks)**
- c) Explain the measures that the business Manager should put in place in order to improve the employee relations climate in his organization. **(10 marks)**

QUESTION 2

- a) Discuss the functional approach of management. **(10 marks)**
- b) It is important that all managers to understand business studies. Explain the importance of business studies. **(10 marks)**

QUESTION 3

- a) Explain the benefits that would be enjoyed by an organization which promotes its employees to higher job positions. **(10 marks)**
- b) Explain what is meant by 'comparative management' and discuss the various dimensions of comparative management. **(10 marks)**

QUESTION 4

- a) Explain the benefits that would be derived by a business organization which manages its workers using democratic leadership style. **(10 marks)**
- b) Conflict is inevitable in any business organization. Explain the dysfunctions of conflict. **(10 marks)**

QUESTION 5

- a) Every organization has informal groups that are formed by its workers. Explain the reasons for the formation of informal groups. **(10 marks)**
- b) Explain the considerations that the business manager should bear in mind during departmentalization. **(10 marks)**