



TECHNICAL UNIVERSITY OF MOMBASA

School of Business

Department of Business Administration

UNIVERSITY EXAMINATION FOR:

BACHELOR OF BUSINESS & OFFICE MANAGEMENT

BOM 4402: MULTICULTURAL DIVERSITY AND ADMINISTRATION

END-OF-SEMESTER EXAMINATION

SERIES: DECEMBER 2024

TIME: 2 HOURS

DATE: Pick Date Dec 2024

Instructions to Candidates

You should have the following for this examination

-Answer Booklet, examination pass, and student ID

This paper consists of **FIVE** questions. Attempt question ONE (Compulsory) and any other TWO questions.

Do not write on the question paper.

Question ONE

a) Discuss ways that employees learn culture in an organization. Give practical examples.

(10

marks)

b) Elaborate on the concept of multiculturalism, and state what grounds multiculturalists defend diversity. (10 marks)

responses to feminist questions, which drew from a stereotypical and clearly pejorative image of feminism. The

hope is these crude and un-theoretical accounts of multiculturalism will die out quickly.

Remember that this question is not 'for and against'. You are being asked to give a range of grounds, from

more than one multiculturalist position.

- Cultural diversity compatible with political cohesion
- Characterised by refusal to link diversity conflict or instability
- Based on assumption that diversity and unity can be blended with one another; not opposing forces

- Diversity underpins political stability; people only participate fully on basis of cultural recognition
 - Beneficial to individual and society
 - Diversity ensures toleration, allow individuals to adopt whatever beliefs and cultural practices chosen
 - Generates vigour and vibrancy based on existence of variety of lifestyles etc.
 - Promotes cultural exchange, fostering cultural understanding and willingness to respect difference
 - Diversity antidote to social polarisation and prejudice
- c) Discuss the six dimensions of culture as given by Kluckhohn and Strodtbeck . (10 marks)

Question TWO

- a) Explain the central role that managers play in the effective management of diversity. (10 marks)
- b) Organizational culture is a system of shared assumptions, values, and beliefs, which governs how people behave in organizations. Explain the various characteristics of organizational culture. (10 marks)

QUESTION THREE

- a) Identify and explain the two major forms of sexual harassment and how they can be eliminated. (10 marks)
- b) Analyze the steps managers can take to effectively manage diversity. (10 marks)

Question FOUR

- a) Design a "diversity awareness program" for an organization and specify five specific objectives that such a program should contain. (10 marks)
- b) Explain the levels of cultural analysis in organizations. (10 marks)

QUESTION FIVE

- a) It has been said that "Managing diversity makes good business sense." Do you agree or disagree with this statement? Defend your argument either pro or con. (10 marks)

- b) Discuss two of the three types of bias that managers can exhibit either toward subordinates or other managers and give one specific business example of each of these biases. (10 marks)