



MACHAKOS UNIVERSITY

University Examinations for 2016/2017 Academic Year

SCHOOL OF BUSINESS AND ECONOMICS

DEPARTMENT OF BUSINESS ENTREPRENEURSHIP AND MANAGEMENT
SCIENCES

FIRST YEAR SECOND SEMESTER EXAMINATION FOR DIPLOMA IN BUSINESS
MANAGEMENT

BBA 055: MANAGEMENT AND ORGANIZATION THEORY

DATE: 31/5/2017

TIME: 8:30 – 10:30 AM

INSTRUCTIONS:

Answer Question One and Any Other Two Questions

1. (a) Explain five principles of a bureaucracy. (10 marks)
2. (b) Discuss the assumptions of the classical organizational theory. (8 marks)
(c) Outline two characteristics of organizational theory. (4 marks)
(d) Discuss the assumptions of the neo-classical organizational theory. (8 marks)
3. (a) Explain five merits of line and staff organization. (10 marks)
(b) Discuss five methods of resolving line and staff conflicts. (10 marks)
4. (a) Outline five limitations of informal groups. (10 marks)
(b) Discuss five factors that influence span of control. (10 marks)
5. (a) Discuss five merits of a matrix organization. (10 marks)
(b) Outline five characteristics of a committee. (10 marks)
6. (a) What benefits are likely to accrue to an organization that uses committees? (10 marks)
(b) Explain five benefits of using an organizational chart. (10 marks)