



MACHAKOS UNIVERSITY

University Examinations for 2018/2019 Academic Year

SCHOOL OF BUSINESS AND ECONOMICS

DEPARTMENT OF BUSINESS ADMINISTRATION

FIRST YEAR SPECIAL/SUPPLEMENTARY EXAMINATION FOR

BACHELOR OF COMMERCE

BBA 300: ORGANISATIONAL THEORY

DATE: 26/7/2019

TIME: 2:00 – 4:00 PM

INSTRUCTIONS: Answer Question ONE and any other TWO Questions.

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Time: 2 Hours

Question One [COMPULSORY, 30 Marks]

- (a) Change is inevitable in every organization. However, Organizational members rarely embrace change. Assume that you are a manager in an organization that is faced with this challenge. Discuss the methods you would use to deal with the challenge. [10 Marks]
- (b) Discuss any five internal strategies that an organization can use to cope with the change from external environmental dependencies. [10 marks]
- (c) Organizations subsystems are generally divided into five functional subsystems. Using relevant examples, discuss these subsystems. [10 marks]

QUESTION TWO [20 MARKS]

- (a) Discuss any five of techniques used in organizational politics. [10 Marks]
- (b) Discuss any five management principles as developed by Henri Fayol. [10 Marks]

QUESTION THREE [20 MARKS]

- (a) Briefly discuss the key elements that are necessary for change to occur in any organization. [10 marks]

- (b) Most organizations pursue operative goals as opposed to official goals. Briefly discuss any five reasons why this is so. [10 marks]

QUESTION FOUR[20 MARKS]

- (a) Organizational culture can be differentiated into various categories. Discuss them. [10 marks]
(b) Define the concept of power while clearly explaining any four bases of power. [10Marks]

QUESTION FIVE [20 MARKS]

- (a) Organizational structure can be measured or differentiated in various dimensions. Discuss any five of these dimensions. [10 marks]
(b) Discuss the importance of technology in any organization [10 marks]