



MACHAKOS UNIVERSITY

University Examinations for 2018/2019 Academic Year

SCHOOL OF BUSINESS AND ECONOMICS

DEPARTMENT OF BUSINESS ADMINISTRATION

THIRD YEAR SPECIAL/SUPPLEMENTARY EXAMINATION FOR

BACHELOR OF COMMERCE

BBA 300: ORGANIZATIONAL THEORY

DATE:

TIME:

INSTRUCTIONS

- Question one is compulsory
- Choose any other two questions

QUESTION ONE

- Discuss the main components of an Organization development programme, then choose an Organization of your own that critically needs an Organization development programmes. (5 marks)
- Power is the ability to impose one's will on others. Discuss the various forms of power (5 marks)
- Briefly discuss the contributions of the following schools of thought to Organizational Theory
 - Scientific Management Theory (10 marks)
 - Human Relations Theory (5 marks)
 - System Management Theory (5 marks)

QUESTION TWO

- Discuss FIVE sources of conflict and the resolution techniques that an Organization can use. (10 marks)
- Explain the characteristics of an Organization in regards to Organizational Theory (10 marks)

QUESTION THREE

- a) Organizations in Kenya are faced with many challenges due to rapid technological changes taking place in the country. Explain the measures that the organization should take in order to cope with such challenges. (10 marks)
- b) Discuss the significance of change management in an organization (10 marks)

QUESTION FOUR

- a) The type of structure adopted by an Organization should facilitate the achievement of its Organizational goals and objectives. Explain the benefits that may accrue to an Organization for adopting an appropriate type of Organization structure (10 marks)
- b) Discuss FIVE ways of dealing with resistance of change among employees of an Organization (10 marks)

QUESTION FIVE

- a) Explain FIVE measures that a manager may take in order to create an environment in which work groups can accomplish Organizational goals. (10 marks)
- b) Discuss the ways in which an Organization can benefit from successful conflict resolution among its employees. (10 marks)