



# MACHAKOS UNIVERSITY

University Examinations for 2020/2021 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: 23/3/2021

TIME: 2.00-4.00 PM

---

## INSTRUCTIONS:

Answer Question ONE and any other TWO Questions.

### QUESTION ONE (30 MARKS)

- a) Highlight FIVE benefits of an Organization development programme (5 marks)
- b) Power is the ability to impose one's will on others. Explain FIVE forms of power (10 marks)
- c) formal organizations also referred to as work groups, exist in organizations to offer formal channel of communication. Explain in FIVE points the importance of such groupings. (10 marks)
- d) Most organization exist and operate as open systems. Explain in FIVE points the characteristics of an open system. (5 marks)

### QUESTION TWO (20 MARKS)

- a) Organizational culture is a pattern of beliefs, values, and customs shared by members of an organization or group. Explain in FIVE points the significance of embracing culture in day-to-day operations of an organization. (10 marks)
- b) Organization Theory focuses on design and structures of organizations. Explain FIVE characteristics of an Organization in regards to Organizational Theory (10 marks)

**QUESTION THREE (20 MARKS)**

- a) Organizations in Kenya are faced with many challenges due to rapid technological changes taking place in the country. Explain FIVE such challenges. (10 marks)
- b) Change is a phenomenon that is inevitable and every organization should strive to embrace it. Explain the importance of change management in an organization (10 marks)

**QUESTION FOUR (20 MARKS)**

- a) The type of structure adopted by an Organization should facilitate the achievement of its Organizational goals and objectives. Explain FIVE challenges that an Organization may face for adopting a wrong Organization structure (10 marks)
- b) Explain FIVE reasons why you think it's important to effectively deal with resistance of change among employees of an Organization. (10 marks)

**QUESTION FIVE (20 MARKS)**

- a) Explain FIVE measures that a manager may take in order to create an environment in which informal groups can accomplish Organizational goals. (10 marks)
- b) Explain FIVE benefits that would accrue to an Organization that successfully resolves conflicts by its employees internally. (10 marks)