



MACHAKOS UNIVERSITY

University Examinations for 2020/2021 Academic Year

SCHOOL OF BUSINESS AND ECONOMICS

DEPARTMENT OF BUSINESS ADMINISTRATION

THIRD YEAR FIRST SEMESTER EXAMINATION FOR

BACHELOR OF COMMERCE

BBA 300: ORGANIZATION THEORY

DATE: 11/8/2021

TIME: 8.30-10.30 AM

INSTRUCTIONS:

Answer question one and any other two questions.

QUESTION ONE (30 MARKS) (COMPULSORY)

- a) Explain **two** characteristics of an organization in regard to organization theory. (2 marks)
- b) Explain in **four** points the four types of Organizational Sub-systems. (8 marks)
- c) Explain **five** challenges that an organization could be facing through the use of e-business. (10 marks)
- d) Explain in **five** points how the culture of an organization can improve its publicity (10 marks)

QUESTION TWO (20 MARKS)

- a) Explain **five** environmental factors that may affect the performance of public enterprises. (10 marks)
- b) Explain **five** reasons why the management of any firm should set clear objectives for its activities. (10 marks)

QUESTION THREE (20 MARKS)

- a) Explain **five** principles of Scientific management theory as advocated by Fredrick Taylor (10 marks)
- b) Explain in **five** points the importance of an organization maintaining the right number of employees. (10 marks)

QUESTION FOUR (20 MARKS)

- a) As far as organization politics is concerned, explain **five** problems of legitimate power. (10 marks)
- b) Explain **five** types of goals an organization may set (10 marks)

QUESTION FIVE (20 MARKS)

- a) Explain **five** contributions of Max Weber to management of organizations. (10 marks)
- b) Explain in **five** points how the management of an organization can ensure that the employees do not resist changes when they are necessary. (10 marks)