



KENYATTA UNIVERSITY
UNIVERSITY EXAMINATIONS 2017/2018
DIGITAL SCHOOL OF VIRTUAL AND OPEN LEARNING
SECOND SEMESTER EXAMINATION FOR THE DEGREE OF BACHELOR OF
COMMERCE

BBA 300: ORGANIZATION THEORY

DATE: MONDAY 18TH JUNE 2018

TIME: 8.00 A.M. – 10.00 A.M.

INSTRUCTIONS

Answer Question ONE and any other TWO questions

Question One

- a) Explain any Five external business environment factors that would affect the performance of a business organization. (10 marks)
- b) As a manager of an organization explain five ways that you can use to overcome conflict in this organization. (10 marks)
- c) Explain the three steps followed in the change process model according to Lewin. (6 marks)
- d) Define the following terms as used in organization theory
 - i) Parasitic relationship (2 marks)
 - ii) Mutualist relationship (2 marks)

Question Two

- a) Discuss how the principles of scientific management by Taylor would help the management of a firm to improve its production. (10 marks)
- b) Distinguish between formal and informal organization's citing relevant examples

Question Three

- a) Identify the subsystems of an organization and explain how these subsystems organization can be used to achieve the organizational goals. (10 marks)
- b) Discuss five factors which would affect the span of control in an organization of your choice. (10 marks)

Question Four

- a) Line and staff organization structure often leads to suspicion and conflict between the two types of authority. Identify some of these conflicts. (10 marks)
- b) Identify and explain five purposes of an organizational chart. (10 marks)