

KIBABII UNIVERSITY



UNIVERSITY EXAMINATIONS

**2020/2021 ACADEMIC YEAR
THIRD YEAR SECOND SEMESTER
MAIN EXAMINATION**

**FOR THE DEGREE OF BACHELOR OF COMMERCE
COURSE CODE: BCO 322
COURSE TITLE: ORGANIZATIONAL THEORY**

DATE: 04/10/2021

TIME: 9.00 – 11.00AM

INSTRUCTION TO CANDIDATES

- 1) The paper contains **FIVE** questions
- 2) Attempt **THREE** questions
- 3) Question **ONE** is Compulsory

TIME: 2 Hours

KIBU observes **ZERO** tolerance to examination cheating

PAPER 1

QUESTION ONE

a) Organizing is the process by which the structure of an organization is created and maintained. The process of organizing involves the determination of specific activities that are undertaken to accomplish the objectives of the organization. Discuss an **FIVE** forms of organizations

(10 marks)

b) Conflicts are inevitable. Discuss this statement showing the negative and the positive effects of conflicts

(8marks)

c) Using examples Discuss the following relationships in organisations

i) Accidental Relationships

(6marks)

ii) One Way Relationships

(6marks)

QUESTION TWO

a) Explain any **FIVE** external business environment factors that would affect the performance of a business organization

(10marks)

b)

i) The survival of cooperation depends upon two interrelated and interdependent classes of processes. Instability and failure of cooperation arise from defects in each of these classes of processes. Discuss how an organization can come into being when following these processes

(6 marks)

ii) Give examples of organizations that use symbolic control to encourage compliance with the organizational objectives.

(4marks)

QUESTION THREE

a) Discuss how the principles of scientific management by Taylor would help the management of a firm to improve its production

(10 marks)

b) The individual member's perception of the benefits and costs to him resulting from his work relationships. Analyze the Benefits or Rewards an individual can get from the organization

(10 marks)

QUESTION FOUR

a) The modern theory of organization considers formal organization to be a structural process in which individuals interact freely. These individuals have an impact on the decision making process within the organization of these groups, managers and employees form the heart of the organization because without their cooperation the organization cannot function. Analyze using the **SWOT** analysis the participants of internal organizations.

(10marks)

b) Discuss FIVE factors which would affect the span of control in an organization of your choice

(10marks)

QUESTION FIVE

a)

i) Explain the main difference between physiological needs and social needs.

(5marks)

ii) Explain one situation under which hybrid form of organization design would be most suitable.

(5marks)

b) Identify and explain FIVE purposes of an organizational chart

(10marks)