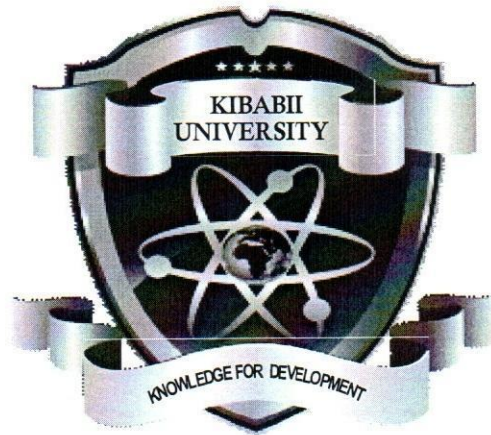


KIBABII UNIVERSITY



UNIVERSITY EXAMINATIONS

SPECIAL/SUPPLEMENTARY EXAMINATION

2020/2021 ACADEMIC YEAR

FIRST YEAR FIRST SEMESTER

FOR THE CERTIFICATE OF BUSINESS MANAGEMENT

COURSE CODE: CBA101

COURSE TITLE: ORGANIZATIONAL THEORY

DATE: 28/09/2021

TIME: 8.00AM – 10.00AM

INSTRUCTIONS TO CANDIDATES

Answer Question ONE (compulsory) and ANY OTHER TWO questions

QUESTION ONE

- a. What do you understand by the term Organizational behavior? Give FIVE components of an Organization [7 Marks]
- b. What is Organisation Culture? Explain Four Types of cultures in organizations. [10 Marks]
- c. Explain the four key elements in organizational behavior [8 Marks]
- d. What are the benefits of studying organization theory and behavior [6 Marks]

SECTION TWO

QUESTION TWO

- a. Giving examples, explain the levels of management in an organization [10 Marks]
- b. Explain the functions of Management [10 Marks]

QUESTION THREE

- a. State and explain FIVE types of organization structures [10 Marks]
- b. Outline how an organization can manage employee conflicts without affecting performance standards [10 Marks]

QUESTION FOUR

- a. Explain the nature of Organization Behavior [10 Marks]
- b. Discuss the scope and importance of organization theory and behavior [10 Marks]

QUESTION FIVE

- c. Discuss the impact of external environmental factors on an organization [10 Marks]
- d. Clearly outline the corporate social responsibility an organization to the society [10 Marks]