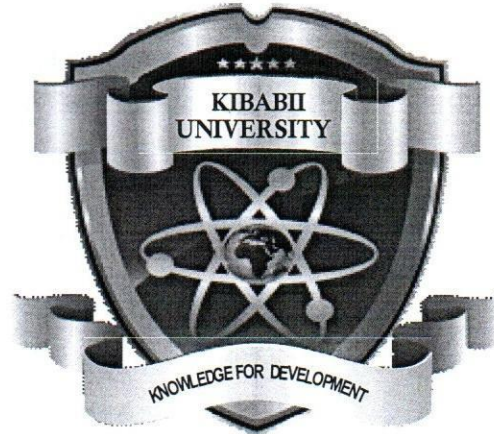


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KIBABII UNIVERSITY



UNIVERSITY EXAMINATIONS

SPECIAL/SUPPLEMENTARY EXAMINATION

2019/2020 ACADEMIC YEAR

FIRST YEAR FIRST SEMESTER

FOR THE CERTIFICATE OF BUSINESS MANAGEMENT

COURSE CODE: CBA101

COURSE TITLE: ORGANIZATIONAL THEORY

DATE: 09/02/2021

TIME: 11.00AM – 1.00PM

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. Differentiate the following concepts [9 Marks]
 - i. Organization structure and Organization culture
 - ii. Organization design and Organization effectiveness
 - iii. Organizational environment and Organization process
- c. Explain three organizational theories [6 Marks]
- d. What are the benefits of studying organization theory and behavior [8 Marks]

SECTION TWO

QUESTION TWO

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

QUESTION THREE

- a. Giving examples, explain the levels of management in an organization [10 Marks]
- b. State FIVE advantages and Disadvantages of a functional organizational structure [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

- 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]