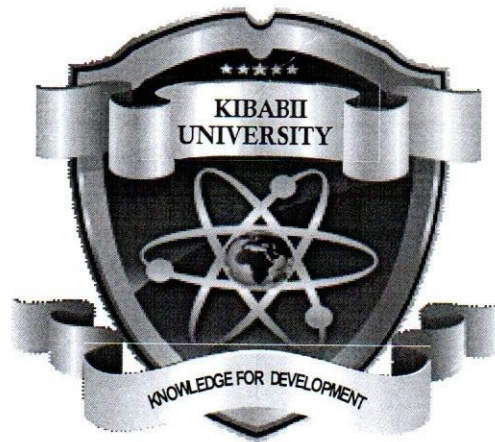


KIBABII UNIVERSITY



UNIVERSITY MAIN EXAMINATIONS

2017/2018 ACADEMIC YEAR

FIRST YEAR FIRST SEMESTER

FOR THE CERTIFICATE OF BUSINESS

ADMINISTRATION

COURSE CODE: CBA 101

COURSE TITLE: ORGANISATION THEORY

DATE: 6/08/2018

TIME: 2 – 4PM

INSTRUCTIONS TO CANDIDATES

Answer Question ONE (compulsory) and ANY OTHER TWO questions

SECTION A: COMPULSORY

1. a. Identify and discuss any five forms of organizational structure (10 Marks)
- b. Organizations have various levels of management. Vividly describe the different levels of management and the activities carried out at each level. (10 Marks)
- c. Explain the following terms:-
 - i. Organisational conflict (2 Mks)
 - ii. Organisational environment (2 Mks)
 - iii. Organisational structure (2 Mks)
 - iv. Organisation change (2 Mks)
 - v. Organisation design (2 Mks)

SECTION B: ANSWER ANY TWO QUESTIONS

2. a. One of the factors that affected operations in an organization is the environment. Using relevant examples discuss the specific and general environments (10 Marks)
- b. Assume that you are a manager of an organization of your choice. How would you deal with resistance to change (10 Marks)
3. a. How would organizations benefit from organizational development (10 Marks)
- b. Discuss in your own views how organizational conflicts can be managed. (10 Marks)
4. a. Discuss the Henri Fayols 14 Principles of management (10 Marks)
- b. Organizations have been evolving in different ways. Discuss the evolution of modern organizations (10 Marks)
- 5a) Discuss the modern management theory of organizations. (10 marks)
- b) Identify and explain the types of technology. (10 marks)