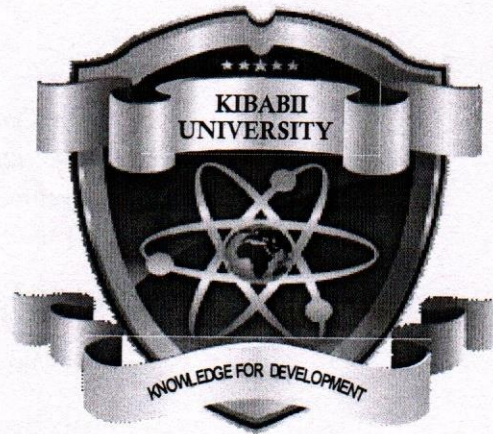


**KIBABII UNIVERSITY**



**UNIVERSITY EXAMINATIONS  
SPECIAL/SUPPLEMENTARY EXAMS  
2016/2017 ACADEMIC YEAR**

**FIRST YEAR FIRST SEMESTER**

**FOR THE CERTIFICATE  
IN BUSINESS MANAGEMENT**

**COURSE CODE: CBA 101:**

**COURSE TITLE: ORGANIZATION THEORY**

**DATE: 27<sup>TH</sup> SEPTEMBER 2017**

**TIME: 11.30AM – 1.30PM**

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**INSTRUCTIONS TO CANDIDATES**

Answer **All** questions in Section A and Any other **TWO (2)** Questions from **section B**

### **Question One**

a. Explain the following terms

- I. Organization theory (2mks)
- II. Organization structure (2mks)
- III. Organization design (2mks)
- IV. Organization environment (2mks)
- V. Organization development (2mks)

b. discuss forms of organizational structure (10mks)

c. describe levels of management (10mks)

### **SECTION B: ANSWER ANY TWO QUESTIONS**

#### **Question two**

Herri fayol developed 14 principles that apply in all organizations and his principles still relevant today. Identify and explain these principles (20mks)

#### **Question three**

Many factors affect level of activity in an organization. A key factor that affects operations in an organization is the environment. Using relevant examples, discuss the specific and general environment (20mks)

#### **Question four**

Organizational conflicts rates to discord that arises when goals, interests or values of different individuals or groups are incompatible and those people block or thwart each other's efforts to achieve their objectives. With reference to this statement, explain how conflicts can be managed in an organization (20mks)

#### **Question five**

- a. Discuss the concept organizational development and characteristics of organizational development (10mks)
- b. Discuss the characteristics of organizations (10mks)