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# KIBABII UNIVERSITY



## UNIVERSITY EXAMINATIONS

**2021/2022 ACADEMIC YEAR  
THIRD YEAR SECOND SEMESTER  
MAIN EXAMINATION**

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

**DATE: 30/08/2022**

**TIME: 9.00 – 11.00AM**

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### 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**

### QUESTION ONE

- a) Using Kurt Lewin's approach to planned change, Explain how you would undertake the change in your organization (8 marks)
- b) Conflicts are inevitable. Discuss this statement showing the negative and the positive effects of conflicts (8marks)
- c) Differentiate between organic and mechanistic organizational forms (8marks)
- d) Define the following terms used in organization theory
- i) Parasitic relationship (6marks)
- ii) Mutualist relationship (6marks)

### QUESTION TWO

- a) Explain any **FIVE** external business environment factors that would affect the performance of a business organization (10marks)
- b) As a manager of an organization explain **FIVE** ways that you can use to overcome conflict in organization (10marks)

### 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) Distinguish between formal and informal organizations citing relevant examples. (10 marks)

### QUESTION FOUR

- a) Identify the subsystems of an organization and explain how these subsystems can be used to achieve the organizational goals (10marks)
- b) Discuss **FIVE** factors which would affect the span of control in an organization of your choice (10marks)

**QUESTION FIVE**

a) Line and staff organizational structure often leads to suspicion and conflict between the two types of authority, identify some of these conflicts

(10marks)

b) Examine the FIVE purposes of an organizational chart

( 10marks)