

KIBABII UNIVERSITY



UNIVERSITY EXAMINATIONS

**2021/2022 ACADEMIC YEAR
FIRST YEAR FIRST SEMESTER
MAIN EXAMINATION**

**FOR THE CERTIFICATE OF BUSINESS MANAGEMENT
COURSE CODE: CBA 101
COURSE TITLE: ORGANISATION THEORY**

DATE: 03/02/2022

TIME: 9.00 AM – 11.00AM

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) (i) Define organizational theory (2 MARKS)
(ii) What are the dates, assumption and theme of classical school? (4 MARKS)
- b) Discuss the impact of technology on organizations (8 MARKS)
- c) Explain three ways on how you can manage conflict in an organization (6 MARKS)
- d) State two characteristics of organizations (2 MARKS)
- e) Explain four levels of management (8 MARKS)

QUESTION TWO

Discuss any four determinants of organizational change (20 MARKS)

QUESTION THREE

Make short notes on:

- (i) Organizational change (5 MARKS)
(ii) Organizational structure (5 MARKS)
(iii) Organizational conflict (5 MARKS)
(iv) Evolution of modern organization (5 MARKS)

QUESTION FOUR

Explain five major forces controllable external environment (20 MARKS)

QUESTION FIVE

After getting your Business Administration certificate from Kibabii University, you are going to start a new small business with your own money of ke 500,000 in cash. How will you apply organizational theories for your new business? (20 MARKS)