CHUKA   **UNIVERSITY**

SUPPLEMENTARY / SPECIAL EXAMINATIONS

THIRD YEAR EXAMINATION FOR THE AWARD OF BACHELOR DEGREE

BCOM 351: ORGANIZATIONAL THEORY

STREAMS: BCOM/BTHM/BPLM/AGBM/AGEC/BCOP

TIME: 2 HOURS

DAY/DATE: MONDAY 16/11/2020   **2.30 P.M - 4.30 P.M.**

INSTRUCTIONS:
 Answer Question One and any other TWO Questions

QUESTION ONE
(a)Describe expectations of different stakeholders from an organization based on perspectives of Fredrick Winslow Taylor and Henry Fayol. (10 Marks).

(b) Change is inevitable and those who resist change can resist anything. Explain the nature of environmental change that organizations have to deal with and suggest methods of dealing with any internal resistance (10 Marks).

(d) Devolution of some government functions is synonymous to decentralizing some activities. Discuss the merit and demerits of decentralizing some government functions to County Governments. (10 Marks).

QUESTION TWO
(a)Explain the ways in which the goal approach and the systems approach may be used to evaluate organizations effectiveness. (8 Marks).
(b) Explain the contribution of neo classical theory to the understanding of managing modern organizations (12 Marks).

QUESTION THREE
(a)It is important that all persons follow health related instructions during the COVID 19(Corona disease) period. However some stakeholders may feel adhering to these instructions is not

necessary. Using Kurt Lewin Theory explain the ways in which organizations may ensure that its internal stakeholders are adhering to stated regulations   (12 Marks).
(b) Analyse the importance of maintaining an appropriate organization structure   (8 Marks).

QUESTION FOUR
(a)Max Weber is often referred to as the father of bureaucracy. Explain the principles of this type of governance and suggest weaknesses that maybe attributed to its application in organizations   (8 Marks).

(b) Basing your argument on Fredrick Hertzberg motivation theory explain the methods that organizations use to encourage employee performance   (12 Marks).

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