

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

**THIRD YEAR EXAMINATION FOR THE AWARD OF DEGREE OF
BACHELOR OF COMMERCE**

BCOM 351: ORGANISATIONAL THEORY

STREAMS: BCOM Y3S1 (ODEL)

TIME: 2 HOURS

DAY/DATE: WEDNESDAY 31/3/2021

8.30 AM – 10.30 AM

INSTRUCTIONS:

- Answer Question One and any other Two Questions
- Do not write on the question paper

QUESTION ONE

- a) Organisations can be classified into various types. Discuss the classification set out by Talcott Parsons and set out five characteristics that are common to all organisations. [15 Marks]
- b) Although scientific management school of thought has been associated with positive contribution to modern management critics have come up with various limitations. Critically discuss these limitation. [15 Marks]

QUESTION TWO

- a) Explain the assumptions behind the humanistic approach to management. [10 Marks]
- b) Scholars have highlighted various challenges to relating Maslo's hierarchy of needs theory to the work situation. Discuss such challenges. [10 Marks]

QUESTION THREE

Explain the advantages and disadvantages of centralization of authority in a service related company and show four factors that should be considered in determining the level of centralization. [20 Marks]

QUESTION FOUR

- a) Describe the phases for successful change proposed in Kotter's change model and clearly show any three possible emotional reactions to change. [12 Marks]
- b) Explain the areas that can be analyzed in assessment of organizational effectiveness. [8 Marks]