

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

CHUKA AND EMBU CAMPUSES

EXAMINATION FOR THE AWARD OF DIPLOMA IN BUSINESS MANAGEMENT

DIBM 0217: ORGANIZATION THEORY

STREAMS: DIBM

TIME: 2 HOURS

DAY/DATE: TUESDAY 04/12/2018

8.30 A.M. – 10.30 A.M.

INSTRUCTIONS:

- Answer question ONE and TWO others.
- Candidate are advised not to write on the question paper.

Question one

- Explain five measures of measuring efficiency and effectiveness in an organization. (10 marks)
- What are the reasons for resistance to change and how can managers deal with resistance to change. (12 marks)
- Studying organizational theory is important for Kenya's future managers. Explain. (8 marks)

Question two

- Informal groups develop spontaneously as employees interact in the work place. Explain the negative consequences of informal groups in an organization. (8 marks)
- Explain how you would undertake change in an organization using Kurt Lewin's approach to planned change. (12 marks)

Question three

- Explain the factors that should be taken into consideration when designing an organization structure. (10 marks)

- (b) Highlight the characteristics of a bureaucratic organization as expounded by Max Weber. (10 marks)

Question four

- (a) All organizations, individuals and groups experience conflict at some time during day to day business activities. Identify and discuss five strategies of resolving conflicts in an organization. (10 marks)
- (b) The management of Pima Co. Ltd intends to carry out organizational development programmes. Explain five benefits that may be derived by the organization from such a move. (10 marks)
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