

**CHUKA**



**UNIVERSITY**

## **UNIVERSITY EXAMINATIONS**

### **EXAMINATION FOR THE AWARD OF DEGREE OF MASTER OF BUSINESS ADMINISTRATION**

**MBAD 842: ORGANISATIONAL MANAGEMENT**

**STREAMS:**

**TIME: 3 HOURS**

**DAY/DATE: WEDNESDAY 4/12/2019**

**2.30 P.M – 5.30 P.M**

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#### **INSTRUCTIONS**

**Answer all questions**

**All questions carry equal marks**

#### **QUESTION ONE**

Midmend ltd has been contemplating on methods of increasing commitment of employees on its activities. Training of employees has been undertaken to cultivate a strong belief in the acceptance of the values of the organization, willingness to put in effort for the organization and the desire to remain with the organization. Organization commitment intervention strategy has been also been used by the private and the public sector.

As a result of environmental changes, new ways in which work is organized and the way people are managed have been identified and will be adopted. Midmend ltd also intends to adopt flexible employment practices and engage temporary casual workers for some activities.

- (a) Explain the reasons for using organization commitment as an intervention measure by midmend ltd. [10 marks]
- (b) Explain the factors that may be affecting commitment levels of employees of midmend ltd. [10 marks]

**QUESTION TWO**

- (a) Technological change has made a major impact on organization management. Explain the interventions that technology has made in enhancing management of organizations. [12 marks]
- (b) Virtual organization design has become a preferable form of business approach by some entrepreneurs. Analyze the reasons for this trend. [8 marks]

**QUESTION THREE**

- (a) Discuss the impact of globalization on management practices of organizations. [8 marks]
- (b) Explain the causes of downsizing in organizations and suggest remedial measures that may be adopted to cope with this social economic challenge. [12 marks]

**QUESTION FOUR**

- (a) Intensive competition is often witnessed among telephone mobile service providers. Analyze the distinguishing characteristics of the organization that will remain competitively ahead of others. [10 marks]
- (b) Using examples explain the ways in which the political and economic factors affect the management of organizations. [10 marks]

**QUESTION FIVE**

- (a) Explain the strategies that may be adopted in order to inculcate a performance based culture among employees of an organization. [12 marks]
- (b) Effective leadership requires a person who possesses managerial and leadership qualities. Using trait theories as reference explain this statement. [8 marks]
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