

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

RESIT/SPECIAL EXAMINATION

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

BBAM 300/BCOM 300/AGMB 231/BUST 312: ORGANISATIONAL THEORY

STREAMS:

TIME: 2 HOURS

DAY/DATE: THURSDAY 13/09/2018

8.30 A.M. – 10.30 A.M.

INSTRUCTIONS:

ANSWER QUESTION ONE AND ANY OTHER TWO

1. (a) Explain how a manager can use Hierarchy of Needs theory to motivate employees (10 marks)
- (b) Highlight the assumptions of McGregor's theory X and show why a modern manager may not be keen to apply them (10 Marks)
- (b) Explain the various ways in which an organization can be departmentalized. (10 marks)
2. (a) Explain the disadvantages of centralization of authority to an organization (12 marks)
- (b) Identify four forms of organizations that exist in Kenya (8 marks)
3. (a) Explain why flat organizational structures are becoming popular today (10 marks)

(b) Giving practical examples, explain why employees of a University are likely to resist change. (10 marks)

4. (a) Explain the various sources of conflict within an organizational setting (10 marks)

(b) Organization are open systems that receives inputs from the environment, transforms them into outputs for consumption. Using two examples explain this relationship (10 marks)
