

**CHUKA**



**UNIVERSITY**

## **UNIVERSITY EXAMINATIONS**

### **EXAMINATION FOR THE AWARD OF DIPLOMA IN BUSINESS MANAGEMENT**

#### **DIBM 0217: ORGANIZATION THEORY**

**STREAMS:**

**TIME: 2 HOURS**

**DAY/DATE: TUESDAY 10/04/2018**

**11.30 A.M – 1.30 P.M**

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**INSTRUCTION:**

- **Answer questions ONE and TWO others**
1. (a) Identify important human needs and discuss one theory that attempt to outline how these needs motivate people. [12marks]  
(b) Describe at least four strategies for managing organizational conflicts. [8marks]  
(c) State and explain five characteristics of a learning organization. [10marks]
  2. (a) Organizations are going through a period of major technological change, which is obviously a great challenge to management particularly in the area of employee resistance to change. Give reasons for employee resistance to change and the techniques, which may be used to overcome the resistance. [8marks]  
(b) Explain four measures of measuring efficiency and effectiveness in an organization. [12marks]
  3. (a) Informal groups develop spontaneously as employees interact in the work place. Discuss the operations of informal groups indicating their benefits to an organization. [12marks]  
(b) Explain four measures of measuring efficiency and effectiveness in an organization. [12marks]
  4. (a) Discuss the contributions and limitations of scientific management theory. [10marks]

(b) State and explain five sources of managerial power in an organization.

[10marks]

