

CHUKA



UNIVERSITY

UNIVERSITY SUPPLEMENTARY/SPECIAL EXAMINATIONS.

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

BCOM 351/BBAM 300/BCOM 300/BUST 312/AGBM 231: ORGANISATIONAL THEORY

STREAMS: BCOM, BBAM, BUST

TIME: 2 HOURS

DAY/DATE: MONDAY 23/07/2018

8.30 A.M - 10.30 A.M

INSTRUCTIONS:

- Answer **Question ONE** and other **TWO Questions**
- Do not write anything on the Question paper.

QUESTION ONE.

- (a) Fredrick Taylor, popularly known as the father of scientific management advocated for a system of payment where workers would be paid on preferential basis according to their performance. Explain the advantages of such a system. _____ [10 Marks]
- (b) Explain the meaning of the following terminologies and concept as applied in the field of Organizational Theory.
- Centralization of authority
 - Span of management control
 - Flat structures
 - Work specialization
 - Chain of command _____ [10 Marks]
- (c) ~~e~~ Explain any five principles of bureaucracy advocated by Max Weber. _____ [10 Marks]

QUESTION TWO.

- (a) Explain the benefits that may be enjoyed by an organization with a decentralized system of operations. _____ [10 Marks]
- (b) Explain five reasons why a manager may be hesitant to delegate some of his responsibilities to his subordinates. _____ [10 Marks]

QUESTION THREE.

(a) Explain the various ways in which an organization can be departmentalized. _____ [10 Marks]

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

[10 Marks]

(c) [10 Marks]

QUESTION FOUR.

(a) Explain any five negative consequences of conflict in an organizational setting. [10 Marks]

(b) Discuss the key approaches that are used to measure organizational effectiveness. [10 Marks]

.....