

CHUKA

UNIVERSITY



UNIVERSITY EXAMINATIONS

**EXAMINATION FOR THE AWARD OF DIPLOMA IN HUMAN RESOURCE
MANAGEMENT**

DHRM 0217: ORGANIZATION THEORY

STREAMS: DHRM (ODEL)

TIME: 2 HOURS

DAY/DATE: TUESDAY 15/04/2025

2.30 P.M. – 4.30 P.M.

INSTRUCTIONS

- Answer question one and any other two
- Do not write on the question paper

Question 1

Bana Company Limited is an upcoming organization. The CEO has welcomed you to give a speech on different issues to the functional managers. Briefly discuss the following in your speech:

- Importance of formalization in the organization (10 marks)
- Five principles of administrative theory and how they can be applied in this organization (10 marks)
- Importance of change management in the organization (10 marks)

Question 2

- Change is inevitable, briefly discuss forces that may bring about the need for change in the organization (10 marks)
- Managers may be willing to delegate authority and responsibility to their subordinates briefly discuss the importance derived from delegation of authority and responsibility (10 marks)

Question 3

- a. Organizations interact with the outside environment for their survival, briefly elucidate the different characteristic of an organization (10 marks)
- b. Discuss the assumptions of theory X and theory Y (10 marks)

Question 4

- a. Briefly discuss what organization effectiveness is, elucidating different ways of measuring effectiveness (10 marks)
- b. Discuss different ways that manager can departmentalize an organization to enable it achieve its objectives. (10 marks)

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