

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

EXAMINATION FOR THE AWARD OF DEGREE OF BACHELOR OF COMMERCE

BCOM 351: ORGNIZATIONAL THOERY

STREAMS: BCOM (ODEL)

TIME: 2 HOURS

DAY/DATE: TUESDAY 11/04/2023

8.30 A.M. – 10.30 A.M.

INSTRUCTIONS: Answer question ONE and any other TWO

QUESTION ONE

Since you introduced the current piece rate system of payment of wages to the casual workers in your fruit processing company, things have not gone well in the company's production. You are contemplating of reversing to the original time rate system to enjoy the volume of production that you had errorsly assumed would increase with the current system.

Required:

- (a) Differentiate between time and piece rate system of remuneration and provide advantages of each of the systems. [16 marks]
- (b) Explain the main characteristics that are common to organizations. [14 marks]

QUESTION TWO

- (a) Explain the characteristics of bureaucratic organizations. [10 marks]
- (b) Explain the contribution of human relations movement to the field of management. [10 marks]

QUESTION THREE

- (a) Discuss the assumptions of theory X clearly pointing out the kind of management style that a manager applying this theory is likely to use. [12 marks]
- (b) Explain the challenges associated with delegation. [8 marks]

QUESTION FOUR

- (a) Explain the factors that influence the span of control [10 marks]
- (b) Discuss the shortcomings of a matrix structure [10 marks]
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