

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

CHUKA/EMBU

EXAMINATION FOR THE AWARD OF DIPLOMA IN BUSINESS MANAGEMENT

DIBM/DHRM 0217: ORGANIZATION THEORY

STREAMS:

TIME: 2 HOURS

DAY/DATE: WEDNESDAY 18/12/2024

8.30 A.M – 10.30 A.M

INSTRUCTIONS:

Answer question one and any other two.

Question 1

- a. Ensuring organization effectiveness is an important action in the organization. Discuss different ways a manager can ensure organization effectiveness (10 marks)
- b. Henry Fayol is known as the father of modern management. Using examples, briefly discuss five principles that can be applied in the 21st century organizations. (10 marks)
- c. Organizations are social entities and rely on its employees for their behavior. Explain in detail the features of an organization. (10 marks)

Question 2

- a. Employee motivation is very important for achievement of organizational goals. Discuss different ways a manager can motivate an employee. (10 marks)
- b. Discuss Maslow hierarchy of need theory and how a manager may apply this theory to alter employee performance. (10 marks)

Question 3

- a. Organizations are said to be an open system that interacts with its environment for achievement of its goals. Briefly explain the characteristics of an open system. (10 marks)

- b. Discuss the importance of change management in an organization of your choice. (10 marks)

Question 4

- a. Creative and innovative employees will always yearn to participate in decision making. Discuss reasons why managers may delegate authority and responsibility (10 marks)
- b. Discuss the contributions of Fredrick Taylor to the modern organization. (10 marks)
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