

CHUKA

UNIVERSITY



UNIVERSITY EXAMINATIONS

CHUKA/EMBU/NAIROBI CAMPUS

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

DIBM 0217/DHRM 0217: ORGANIZATION THEORY

STREAMS: DIBM, DHRM

TIME: 2 HOURS

DAY/DATE: TUESDAY 12/08/2025

2.30 P.M. – 4.30 P.M.

INSTRUCTIONS:

- **Answer Question ONE (COMPULSORY) and any other TWO.**
- **Do not write anything on this question paper**

QUESTION ONE [COMPULSORY]

- i) In a management forum you attended recently in your county, a participant remarked that “an organization is an open-adaptive system interacting with its own environment”. In reference to this statement,
- a) Discuss six characteristics of open systems. [12 marks]
 - b) Discuss any four sources of power in the organization. [8 Marks]
- ii) Fredrick Taylor is referred to as the father of scientific management, discuss the principles of this theory showing how they can be applied in the modern organization. [10 Marks]

QUESTION TWO

- (a). Discuss the techniques you can apply to deal with individual resistance to organizational change. [10 Marks]
- (b) Discuss the different factors that determine the span of management in the organization [10 Marks]

QUESTION THREE

- a) Organizations make different decisions which may affect different parties that are either affected directly or indirectly, discuss these parties' giving examples of decisions that may affect them. [10 Marks]
- b) Explain how a manager may apply Maslow hierarchy of need theory to motivate his subordinates. [10 Marks]

QUESTION FOUR

- a) Discuss the characteristics of the learning organization and any four approaches you can use to measure effectiveness [10 Marks]
 - b) Discuss the advantages and disadvantages of bureaucratic theory [10 marks]
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