

JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY

Final examinations for the Academic year 2013/2014

COURSE TITLE: ORGANIZATION THEORY

COURSE CODE: ABA 207

Instructions answer any three questions.

Time;

- 1a). Define the term efficiency and effectiveness
- b). Explain three skills that is necessary for the success of an effective manager
- c). Explain some of the functions of a manager
- 2a). Explain the contribution of scientific management theory to the current management.
- b). discuss some of the strengths and weaknesses of the behavioral management theory
- 3a). Define the term organizational structure
- b). Discuss the negative and positive aspects of the product organizational structure
- c). Highlight some the importance of the organizational structure.
- 4a). A chief went to address a baraza and as she gave her speech she realized that the congregation were not with him. Explain some of the factors that could have led to this.
- b). What are some of the essentials things that the chief would have done in order to improve on her communication effectiveness.
- 5a). Explain some of the forces of change in an organization
- b). describe the management of change process in terms of Lewin's model
- c). explain some of the methods that an organization may use overcome resistance to change