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**University Examinations 2015/2016**

SECOND YEAR, FIRST SEMESTER EXAMINATION FOR THE DIPLOMA IN BUSINESS ADMINISTRATION.

**BFD 2201: ORGANIZATION THEORY AND DEVELOPMENT.**

**DATE: AUGUST 2016 TIME: 11/2 HOURS**

**INSTRUCTIONS: -** *Answer question* ***one*** *and any other* ***two*** *questions*

**QUESTION ONE (30 MARKS)**

1. Explain the following concepts as used in organization theory and development.
2. Bureaucracy (2 marks)
3. Group (2 marks)
4. Development (2 marks)
5. Organization theory (2 marks)
6. Conflict (2 marks)
7. Explain the characteristics of the modern theory. (5 marks)
8. Outline the main styles of leadership and explain how each can enhance development. (10 marks)
9. State any five causes of conflicts in organizations. (5 marks)

**QUESTION TWO (20 MARKS)**

1. Discuss the bureaucratic theory of organization detailing its functions and dysfunctions. (10 marks)
2. Explain factors that contribute to group cohesion in organizations. (10 marks)

**QUESTION THREE (20 MARKS)**

1. Use relevant examples to demonstrate sources of power in organizations. (10 marks)
2. Highlight the principles of human relations approach as advanced by the neoclassical theory. (5 marks)
3. Explain why employees resist change in organizations. (5 marks)

**QUESTION FOUR (20 MARKS)**

1. Use examples to explain the functions of organization culture. (8 marks)
2. Discuss the advantages and disadvantages of group aided decision making process. (12 marks)

**QUESTION FIVE (20 MARKS)**

1. Describe five mechanisms through which culture is learnt and socialized in organizations. (10 marks)
2. Using relevant examples explain five forces for organization change in the contemporary society. (10 marks)