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**University Examinations 2014/2015**

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

**DBA 1317: ORGANIZATIONAL THEORY AND DEVELOPMENT**

**DATE: DECEMBER 2014 TIME: 1**$\frac{1}{2}$ **HOURS**

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

**QUESTION ONE (30 MARKS)**

1. Explain the following terms as used in organizational theory and development

(10 marks)

1. Organization
2. Classical theory
3. Office politics
4. Leadership
5. Departmentation
6. Identify and explain various stages of group formation (10 marks)
7. Discuss the causes of resistance to changes by employees in organizations (10 marks)

**QUESTION TWO (20 MARKS)**

1. Discuss the causes of organization conflict (10 marks)
2. As a manager of an organization, how would you solve management conflict

(10 marks)

**QUESTION THREE (20 MARKS)**

1. “Decision making is a managerial function in organization”. Identify and discuss effective decision making processes (20 marks)

**QUESTION FOUR (20 MARKS)**

1. Differentiate between system theory and contingency theory (10 marks)
2. Discuss how you would make staff work effectively in your organization (10 marks)

**QUESTION FIVE (20 MARKS)**

1. Identify the organization dynamics (5 marks)
2. “Management is all about bringing people together to achieve the organizational objectives.” Assess the role of team-work in modern management (15 marks)