**MERU UNIVERSITY OF SCIENCE AND TECHNOLOGY**

**P.O. Box 972-60200 – Meru-Kenya.**

**Tel: 020-2069349, 061-2309217. 064-30320 Cell phone: +254 712524293, +254 789151411**

**Fax: 064-30321**

**Website:** [**www.must.ac.ke**](http://www.must.ac.ke) **Email:** **info@must.ac.ke**

**University Examinations 2016/2017**

FIRSTYEAR SECOND SEMESTER EXAMINATION FOR THE DEGREE OF BACHELOR OF COMMERCE,

 **BFB 3152: ORGANIZATION THEORY & DEVELOPMENT**

 **DATE: DECEMBER 2016 TIME: 2HOURS**

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

**QUESTION ONE (30 MARKS)**

1. Discuss the human relations theory by Elton Mayo by showing its contribution to management (10 marks)
2. Belonging to a group is very important to employees in an organization. By use of examples discuss the main reasons why employee join groups in their organizations

(10 marks)

1. “Creation of a new organization culture is not simple task”. In reference to the statement discuss the steps that managers can take to ensure smooth maintenance of a new culture in their organizations (10 marks)

**QUESTION TWO (20 MARKS)**

1. Academic division employees in an organization ABC have divided to form a welfare group. Describe the group development stages that they are likely to go through

(10 marks)

1. Discuss by use of practical examples reasons why employees in an organizations may resist change (10 marks)

**QUESTION THREE (20 MARKS)**

1. Members of Mjengo SACCO are having an election of their representatives in the board of management. Discuss by use of examples the qualities that should guide their decision to Elect candidate. (10 marks)
2. By use of examples discuss various sources of power that you are likely to find in an organization (10 marks)

**QUESTION FOUR (20 MARKS)**

1. Sales manager in Company XYZ has discovered that a particular brand of his product is continuously making losses, he needs to make a decision on how this can be resolved. Describe the steps he is likely to go through (10 marks)
2. By use of practical examples discuss various types of leadership styles by clearing showing situations under which each is favourable (10 marks)

**QUESTION FIVE (20 MARKS)**

1. Discuss with examples the various determinants of group cohesiveness in organizations today (10 marks)
2. Bureaucracy by max weber very common in large org. by use of relevant examples discuss the main features and the criticism of bureaucracy school of management

(10 marks)