**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 2015/2016**

FIRST YEAR, SECOND SEMESTER EXAMINATION FOR THE DEGREE OF BACHELOR OF COMMERCE

**BFB 3152: ORGANIZATION THEORYAND DEVELOPMENT**

**DATE: NOVEMBER 2015 TIME: 2HOURS**

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

**QUESTION ONE (30 MARKS)**

1. Belonging to a group is very important to employees in an organization. By use of examples discuss the characteristics of effective work group. (10 Marks)
2. “A manager is a leader and a leader is not necessarily a manager” With reference to the

 statement briefly discuss the differences between leadership and management. (5 Marks)

1. “Power” is a driving force in the management of organizations today. By use of relevant

 example; discuss the various sources of power in a modern organization. (10 Marks)

1. Discuss the Matrix and project organization structures by highlighting their advantages

 and disadvantages. (5 Marks)

**QUESTION TWO (20 MARKS)**

1. Every organization has its own unique culture often different from others. Discuss the

 major characteristics of an organization culture by giving examples. (10 Marks)

1. By use of relevant examples, explain the various strategies an organization can use to

 reduce resistance to change. (10 Marks)

**QUESTION THREE (20 MARKS)**

1. Many organizations today are practising modern approach to management in their organizations. With examples discuss the distinguishing features of modern management approach.(10 Marks)
2. Bureaucracy is very common in large organizations. By use of relevant examples discuss the main features and the criticism of bureaucracy school of management. (10 Marks)

**QUESTION FOUR (20 MARKS)**

1. Conflict in an organization is inevitable. Discuss the various causes of conflict in a modern organizations. (10 Marks)
2. Discuss with examples the various determinants of group cohesiveness in organizations today

 (10 Marks)

**QUESTION FIVE (20 MARKS)**

1. By use of relevant examples discuss the major contributions and criticism of Human

 relations theory (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 creation of a new culture in their organizations

 (10 Marks)