



MASENO UNIVERSITY
UNIVERSITY EXAMINATIONS 2016/2017

**SECOND YEAR SECOND SEMESTER EXAMINATIONS FOR THE
DEGREE OF BACHELOR OF BUSINESS ADMINISTRATION WITH
INFORMATION TECHNOLOGY**

CITY CAMPUS – REGULAR/EVENING

ABA 207: ORGANIZATION THEORY

Date: 8th June, 2017

Time: 5.30 - 8.30 pm

INSTRUCTIONS:

- Answer question ONE and any other THREE questions.



QUESTION ONE

- (a) There are several reasons that may force an organization to reorganize the operations and other structures of the organization. Discuss any five reasons for organizational restructuring. (10 mks)
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- (b) Describe the evolution of organization theory detailing the stages involved. (8mks)
- (c) Explain the relationship between management theory and organization theory. (7 mks)

QUESTION TWO

- (a) Resistance to change is a common occurrence in organizations. Using an appropriate model, discuss the process an organization may follow when introducing change to the organization. (8 Marks)
- (b) Explain the role of communication in an organization (7 Marks)

QUESTION THREE

- (a) The success of any group depends on its level of cohesiveness. Explain any five contributors of group cohesiveness. (5 Marks)
- (b) "A comprehensive study of the discipline of organization theory demands knowledge of the idea of the organizational growth. This idea is an essential pre-requisite to the development of new organizational approaches." Using a diagram, explain the model of organizational growth. (10 Marks)

QUESTION FOUR

- (a) The design of an organization should match structures, systems, style of management and employees to activities of an organization. Discuss determinants of an organization structure. (10 Marks)
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- (b) Describe any five benefits that an organization which has matrix structure has over functionally designed organization. (5 Mks)

QUESTION FIVE

- (a) Discuss criticisms of Administrative school of thought of management. (10 Marks)
- (b) Explain any five relevance of contingency approach of management to managers. (5 Marks)

QUESTION SIX

- (a) Organization structure is designed by the top management to fulfill certain requirements. The formal organization is designed to achieve specific goals". Describe the role of organizational goals. (10 Mark)
- (b) Discuss causes of organizational change. (5 Mks)