



## **UNIVERSITY OF EMBU**

**2017/2018 ACADEMIC YEAR**

**SECOND SEMESTER EXAMINATIONS**  
**SECOND YEAR EXAMINATION FOR THE DEGREE OF BACHELOR OF**  
**COMMERCE**

**DBA 203: ORGANIZATION THEORY**

**DATE: APRIL 5, 2018**

**TIME: 8:30 AM – 10:30 AM**

**INSTRUCTIONS:**

**Answer Question ONE and ANY Other TWO Questions.**

**QUESTION ONE (30 MARKS)**

- a) Explain the difference between formal and informal organizations. (5 marks)
- b) Businesses do not operate in a vacuum. Explain your understanding of the term 'business environment' (5 marks)
- c) Discuss external business environment (5 marks)
- d) Explain five factors responsible for determining the size of the firm (5 marks)
- e) Explain the causes of change in organizations. Support this statement (5 marks)
- f) Conflicts are inevitable in organizations. Discuss (5 marks)

**QUESTION TWO (20 MARKS)**

- a) Explain the differences between traditional and modern organizations (10 marks)
- b) Discuss five characteristics of healthy and successful organization (10 marks)

**QUESTION THREE (20 MARKS)**

a) Elaborate the term 'organization theory' (5 marks)

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b) Discuss the following theories according to organization theory (15 marks)

- i) Classical theory
- ii) Neo-classical theory
- iii) Modern theory

**QUESTION FOUR (20 MARKS)**

a) Organizations change for a number of different reasons. Explain (10 marks)

b) Like children, organizations typically go through different phases. Discuss causes of organizations decline (10 marks)

**QUESTION FIVE (20 MARKS)**

a) Discuss how today's organizations are utilizing technology (10 marks)

b) Discuss challenges that organizations face in adopting technology (10 marks)

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