



JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY
SCHOOL OF BUSINESS & ECONOMICS
UNIVERSITY EXAMINATION FOR THE DEGREE OF BACHELOR OF BUSINESS
ADMINISTRATION WITH IT
2nd YEAR 2nd SEMESTER 2016/2017 ACADEMIC YEAR
MAIN CAMPUS –EVENING CLASSES

COURSE CODE: ABA 207
COURSE TITLE: ORGANIZATION THEORY

EXAM VENUE:

STREAM: (BBA-FINANCE)

DATE:

EXAM SESSION:

TIME: 2 HOURS

INSTRUCTIONS:

- 1. Answer Question ONE (COMPULSORY) and ANY other 2 questions**
- 2. Candidates are advised not to write on the question paper.**
- 3. Candidates must hand in their answer booklets to the invigilator while in the examination room.**

QUESTION ONE (30 MARKS)

- a) Organization development is concerned with attempts to improve the overall performance and effectiveness of an organization. Discuss various steps that you would follow as an expert in undertaking organization development program **(10marks)**
- b) Describe five limitations of planning in a business enterprise **(5 marks)**
- a) Explain five reasons why employees resist change **(5 marks)**
- b) Explain five sources of power in organizations that a newly appointed leader can utilize to achieve high performance **(10marks)**

QUESTION TWO (20 MARKS)

- a) Describe the nature of a Bureaucratic organization according to max weber citing the limitations of this form of organization **(10 marks)**
- b) Explain five functions of management adopted by managers **(10 marks)**

QUESTION THREE (20 MARKS)

- a) Examine Abrahams Maslow's theory of motivation showing how it may be used in a business organization today. Comment on the criticisms which have been made by scholars **(15 marks)**
- b) Highlight five types of plans that you would develop to ensure effectiveness in your organization **(5 marks)**

QUESTION FOUR (20 MARKS)

- a) Elaborate how you would apply Resource Based View theory (RBV) in managing a business enterprise **(10 marks)**
- c) Explain the e following concepts
 - i) Organization chart **(2marks)**
 - ii) Objective **(2marks)**
 - iii) Retrenchment **(2marks)**
 - iv) growth strategy **(2marks)**
 - v) Theory **(2marks)**

QUESTION FIVE (20 MARKS)

- a) Discuss various steps of selection process adopted by managers in order to get the best qualified candidatesfor employment **(12marks)**
- b) Explain four external sources of recruitment **(12marks)**