JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY

UNIVERSITY EXAMINATION 2012 / 2013

SCHOOL OF INFORMATICS AND INNOVATIVE SYSTEMS

KISUMU LEARNING CENTRE

COURSE CODE: IIS 5213

Course TITLE: Organization management

DATE: AUGUST, 2013

DURATION: 3 HOURS

INSTRUCTIONS

1. This paper contains FIVE (5) questions
2. Answer question 1 (Compulsory) and ANY other 2 Questions
3. Write all answers in the booklet provided

Question one 30marks

a) Leadership is an important organization management component, and it can be defined by Personal Characteristics .Explain these characteristics   (12mk).

b) Based on the characteristics described in (a) above, Develop an algorithm than can be used to automate and determine a leader type   (8mk)

c) With examples, Explain the meaning of the following organization control aspects   (3mk)

  i.   Feed forward:

  ii.   Concurrent:

  iii. Feedback:

d)   Outline the differences between efficiency and effectiveness and their importance for organizational performance.   (4mk)

e)   Explain the how the Three Stages for Achieving Behavioral and Attitudinal Change can affect ICT integration in organization.   (3mk)

Question Two 20marks

a.   Explain the concept of TQM and the techniques that are used   (10mk)

b.   Describe the Five Stages of Team Development   (10mk)

Question three 20marks

a.   Identify and explain major developments in the history of management thought.   (10 mk)

b.   Define 10 roles that management information officer performs in organizations.   (10mk)

Question Four 20marks

a) Discuss the management competencies needed to deal with today's turbulent environment, including issues such as diversity, globalization, rapid changes, and the skills needed for crisis management.   (20mk)

Question five 20marks

a) Describe the Key Factors in the International Environment and explain how they pose Personal Challenges for Global Managers. suggest how to handle them.   (20mk)