



**JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY**

**SCHOOL OF EDUCATION, HUMANITIES AND SOCIAL SCIENCES**

**UNIVERSITY EXAMINATION FOR THE DEGREE OF BACHELOR OF ARTS IN  
DEVELOPMENT AND POLICY STUDIES**

**4<sup>th</sup> YEAR 1<sup>st</sup> SEMESTER 2020 NOVEMBER EXAMS**

**MAIN CAMPUS (REGULAR)**

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**COURSE CODE: ZDS 3427**

**COURSE TITLE: Sociology of Formal Organizations**

**EXAM VENUE:**

**STREAM: BA ARTS**

**DATE:**

**EXAM SESSION:**

**TIME: 2 HOURS**

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**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.**

1.

a) State and explain 5 reasons as to why we study organizations. (10 marks)

b) How goals are set is as important as the goal itself to measure success. Explain (10 marks)

c) State and explain the difference between formal and informal organizations. (10 marks)

2. Discuss the contemporary organizational designs used by managers due to the increasingly dynamic and complex environments they face. (20 marks)

3. Japan has risen from the defeat of World War 2 to one of the super economic powers of the world. Expound on the Japanese Corporate model of management. (20 marks)

4. Discuss the socio-technical systems theory of management. (20 marks)

5. Efficiency and effectiveness are exclusive performance measures, yet, at the same time, they influence each other. Discuss (20 marks)