



JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY

SCHOOL OF BUSINESS AND ECONOMICS

**UNIVERSITY EXAMINATION FOR THE DEGREE OF BACHELOR OF BUSINESS
ADMINISTRATION WITH IT**

2ND YEAR 2ND SEMESTER 2017/2018 ACADEMIC YEAR

NAIROBI CAMPUS

COURSE CODE: ABA 207

COURSE TITLE: ORGANIZATION THEORY

EXAM VENUE:

DATE:

STREAM: (BBA)

TIME:

EXAM SESSION:

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 1

- (a) (i) What is the meaning of Organization (2 marks)
- (ii) Discuss the characteristics of an Organization (8 marks)
- (b) (i) Explain the elements of management according to Henri Fayol (10 marks)
- (ii) Briefly explain the FIVE functions of an organization (10 marks)

QUESTION 2

- (a) (i) Define communication channel (2 marks)
- (ii) Explain the objectives of communication (8 marks)
- (b) Which are the physical barriers to effective communication (10 marks)

QUESTION 3

- (a) Which are the steps in the formation of an Organization structure (6 marks)
- (b) Discuss the SEVEN stage model of management change (14 marks)

QUESTION 4

- (a) (i) What is organizational development (2 marks)
- (ii) State and explain the features of organizational development (8 marks)
- (b) Which are the salient features of bureaucracy model (10 marks)

QUESTION 5

- (a) (i) What is product life cycle (2 marks)
- (ii) Briefly discuss the THREE stages of product life cycle with examples (8 marks)
- (b) Explain the meaning of the following terms ; (10 marks)
 - (i) Downsizing
 - (ii) Right sizing
 - (iii) Mergers
 - (iv) Acquisition
 - (v) Bureaucracy