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KIRIRI WOMEN'S UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2024/2025 ACADEMIC YEAR
FOURTH YEAR, FIRST SEMESTER EXAMINATION
FOR THE BACHELOR OF BUSINESS AND INFORMATION TECHNOLOGY
KBI 2403 – VIRTUAL NETWORKED ORGANIZATIONS

Date: 09TH December 2024
Time: 11:30AM – 1:30PM

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- a) In various organizations, we have to foster collaboration among teams in that they may have limited face-to-face interaction, explain how to foster such collaboration and the role technology plays in maintaining strong communication ties? (6 Marks)
- b) One of the common threads shared by many successful leaders is that they developed a sense of direction relatively early in life. Perhaps you are one of the successful leaders for tomorrow. Apply the concept of strategic planning to come up with your vision, to assess your strengths and weaknesses, to assess the opportunities and threats in the world of work and relevant environments, and to develop the strategic objectives that you aspire to pursue in the next ten years and the expected outcomes.
- i) Make the plan as realistic as you can. (4 Marks)
- ii) State any assumptions that you make. (4 Marks)
- c) There are Future Trends in Virtual Networked Organizations that determine the future of technology, discuss the trends. (6 Marks)
- d) In every organization there are always teamwork. Explain how team-building and social interaction are facilitated in a virtual environment to create a cohesive workforce? (4 Marks)
- e) The mission of the many Universities' ICT Centres is to develop, deploy and support innovative, quality and sustainable ICT solutions and services that meet the changing learning, teaching, research and management needs of the university.
- Select THREE advanced applications of databases and describe in detail how the university can make use of them. (6 Marks)

QUESTION TWO (20 MARKS)

- a) There are technological infrastructures that support the operations of the virtual networked organization, discuss THREE of them. (4 Marks)
- b) You have been asked to set up a training session for some staff because your manager is concerned that there is insufficient awareness about metrics and KPIs (Key Performance Indicators) that are used to assess team and individual performance. Describe, with reasons, five areas you would set for such a training. (6 Marks)
- c) What are the main factors that contribute to employee retention in a virtual networked organization, and how does the organization foster loyalty and commitment? (6 Marks)
- d) What strategies does the virtual networked organization implement to ensure high levels of employee engagement and job satisfaction? (4 Marks)

QUESTION THREE (20 MARKS)

- a) As a norm for virtual networked organizations, what benefits would you boost to have implemented in your institution? (4 Marks)
- b) What in your view of the relationship between strategic planning and tactical planning in the implementation process? Describe THREE key processes in organizational strategic planning citing the main outputs in each process. (7 Marks)
- c) You have been hired by a large software company (e.g. Google) and assigned the challenging task of managing work processes. Explain in detail how you will deal with the challenge of monitoring work progress and output in a decentralized, virtual workforce? (5 Marks)
- d) Describe discrete simulation and continuous simulation. Support your answer by giving examples. (4 Marks)

QUESTION FOUR (20 MARKS)

- a) We have strategical & Tactical planning methods used to implement the virtual networked organization to ensure high levels of employee engagement and job satisfaction. Name & explain FOUR strategies. (8 Marks)
- b) How does the organization capture, store, and disseminate information to ensure that employees can access the knowledge and resources they need to perform their roles? (6 Marks)
- c) A firm of Management Consultants has been requested by a company to advise it on business issues as well as its information systems. As part of the team of consultants, what measures will you put in place to protect the organization from cyberattacks, data breaches, or unauthorized access? (6 Marks)

QUESTION FIVE (20 MARKS)

- a) In your view as the Relationship Manager, explain how an organization can manage customer and client relationships in a virtual networked setting, especially with limited physical interaction? (4 Marks)
- b) The main challenge for many organizations is competition, and without it many of them will remain static for so long. Competition encourages change management and organizations will always maintain competitiveness in the market while operating as a fully virtual network, discuss. (6 Marks)
- c) The KWUST has been developing and using various types of systems for open and distance learning for the last months. During that time various modifications have been made possible to its systems by various staff most of whom who have left. You have been hired to review and manage the methods used for virtual classes and meetings for the coming years.
 - i) Identify and describe this aspect/problem. (2 Marks)
 - ii) Describe what should have been done earlier to avoid this problem. (4 Marks)
 - iii) After a thorough review of the existing methods used, you are of the opinion that you need to carry out a complete reorganisation of the systems in order to make the existing systems more maintainable. Describe how this would be carried out. (4 Marks)