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KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2022/2023 ACADEMIC YEAR
THIRD YEAR, SECOND SEMESTER EXAMINATION
FOR THE DEGREE OF BACHELOR OF SCIENCE
(BUSINESS ADMINISTRATION)

SPECIAL EXAMINATION

1st August, 2022
Time: 11.30am – 1.30pm

KBM 305 - ORGANIZATION THEORY

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- a) Distinguish between macro and micro environment of organizations (6Marks)
- b) Explain three elements of bureaucracy as formulated by Max Weber under Bureaucratic theory of organization (6Marks)
- c) Briefly explain the three main levels of management (6Marks)
- d) Highlight reasons for studying management (6Marks)
- e) List six advantages of the product division structure (6Marks)

QUESTION TWO (20 MARKS)

- a) Explain the concept of environment and its importance in the study of organizations (10Marks)
- b) Describe the various types of conflicts and approaches for managing each types of conflicts. (10 Marks)

QUESTION THREE (20 MARKS)

- a) Dynamic technological environment has prompted modern organizations to embrace technology in their operations. Discuss five critical roles of technology in organizations (10Marks)
- b) Explain internal forces for change in organizations (10Marks)

QUESTION FOUR (20 MARKS)

- a) Discuss advantages of functional structure in organizations (10Marks)
- b) Briefly explain five factors that may lead to resistance to change amongst employees (10Marks)

QUESTION FIVE (20 MARKS)

- a) Explain the evolution of management theory (10Marks)
- b) Briefly discuss the matrix structure and explain the disadvantages (10Marks)