



Kasarani Campus
Off Thika Road
P. O. Box 49274, 00101
NAIROBI
Westlands Campus
Pamstech House
Woodvale Grove
Tel. 4442212
Fax: 4444175

KIRIRI WOMEN'S UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATIONS, 2022/2023 ACADEMIC YEAR
FOURTH YEAR, FIRST SEMESTER EXAMINATION
FOR THE DEGREE OF BACHELOR OF BUSINESS INFORMATION
TECHNOLOGY
SPECIAL EXAMINATION

KBI 2403 - VIRTUAL NETWORKED ORGANIZATIONS

Date: 13th December, 2022
Time: 11.30am – 1.30pm

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- a) Explain the concept of virtual organizations (5 Marks)
- b) Differentiate between networked organization and virtual organization. (5 Marks)
- c) Discuss the following as used in Virtual Networked organization
 - i) Virtual leader (5 Marks)
 - ii) Virtual team (5 Marks)
- d) In planning and organizing a virtual team, describe how work plan helps in team management (5 Marks)
- e) Creating teams of in-house and a virtual employee to work together helps blended teams collaborate, explain (5 Marks)

QUESTION TWO (20 MARKS)

- a) Describe the role of scope management in a virtual team management (5 Marks)
- b) Explain the purpose of an organizational structure (5 Marks)
- c) Explain the term boundaryless organization. (5 Marks)
- d) Explain how ICT infrastructure plays a pivotal role in a virtual organization (5 Marks)

QUESTION THREE (20 MARKS)

- a) State five characteristics of a virtual organization (5 Marks)
- b) Explain the concept Virtual laboratory (5 Marks)
- c) Explain how the following requirement classes supports the concept of virtual laboratory
 - i) Remote operation (3 Marks)
 - ii) Information management (2 Marks)
 - iii) Simulations (2 Marks)
 - iv) Collaborative tools (3 Marks)

QUESTION FOUR (20 MARKS)

- a) Describe the following Strategic Planning Models
 - i) Balanced scorecard (4 Marks)
 - ii) Theory of change (4 Marks)
 - iii) Hashni planning (4 Marks)
 - iv) Objectives and Key Results (4 Marks)
- b) Write short notes on the following strategic planning tools (4 Marks)
 - i) SWOT Analysis
 - ii) Porter's Five Forces
 - iii) PESTLE Analysis
 - iv) Visioning

QUESTION FIVE (20 MARKS)

- a) A critical element to the success of the virtual organization is the ability of the organization to create world-class learning systems. Explain Virtual learning (8 Marks)
- b) Explain four challenges facing virtual networked organization (8 Marks)
- c) Traditional organization forms are no longer capable of sustaining the needs of more flexible, more agile, and to bring products and services to market at an increasing rapid pace. Describe how new forms of organizing, such as the virtual organization attain these (4 Marks)