

CHUKA



UNIVERSITY

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CHUKA & EMBU

EXAMINATION FOR THE AWARD OF DIPLOMA IN BUSINESS MANAGEMENT

DIBM 0217: ORGNIZATIN THEORY

STREAMS: DIBM

TIME: 2 HOURS

DAY/DATE: TUESDAY 11/04/2023

11.30 A.M. – 1.30 P.M.

INSTRUCTIONS: Answer question ONE and any other TWO questions

1. (a) Goal approach is one of the different measures one can use to rate how properly the organization is utilizing its resources and meeting its objectives, briefly discuss the advantages and disadvantages of this method. [10 marks]
- (b) Briefly discuss the prerequisites of a successful delegation process. [10 marks]
- (c) Span of control is a function of many factors, discuss this statement [10 marks]
2. (a) Organization do not work in a vacuum but interacts with its environment to ensure attainment of its goals, discuss the features of an open system. [10 marks]
- (b) Formalization in the organization is the extent to which rules, regulations and procedures are put into writing, briefly discuss its advantages and disadvantages. [10 marks]
3. (a) Discuss the advantage of centralization in a service industry. [10 marks]
- (b) Briefly explain the qualities of a good manager as expounded by Henry Fayol. [10 marks]
4. (a) Explain the strategies that a manager can use to deal with employee resistance to change. [10 marks]
- (b) Discuss different principles expounded by scientific management theory. [10 marks]