



SOUTH EASTERN KENYA UNIVERSITY

UNIVERSITY EXAMINATIONS 2017/2018

SECOND SEMESTER EXAMINATION FOR THE DEGREE OF BACHELOR OF COMMERCE

DBA 203: ORGANIZATION THEORY

DATE: 19TH APRIL, 2018

TIME: 10.30-12.30PM

INSTRUCTION

Answer question one and any two

QUESTION ONE

- | | |
|---|--------|
| a) Compare organization theory and theory | 3marks |
| b) Explain the 5 needs that organization satisfies | 5marks |
| c) Discuss the characteristics of an organization | 5marks |
| d) Explain the dysfunctions of organization conflicts | 6marks |
| e) Discuss the contributions of Hawthorne Experiments | 7marks |
| f) Discuss the causes of complexities in organization | 4marks |

QUESTION TWO

Formal groups and informal groups exist in all organizations

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| a) Compare and contrast the groups | 10marks |
| b) Explain the functions of informal groups | 10marks |

QUESTION THREE

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| a) Discuss the characteristics of organization goals | 10marks |
| b) Compare and contrast open and closed system | 10marks |

QUESTION FOUR

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| a) Discuss the ways in which organizations structures are measured/differentiated | 10marks |
| b) Explain the organization development techniques | 10marks |

QUESTION FIVE

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| a) Discuss the process of organization communication | 10marks |
| b) Explain the factors that can be used to measure of organization size | 10marks |