



**KIBABII UNIVERSITY COLLEGE**

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**UNIVERSITY REGULAR EXAMINATIONS**

**2012/ 2013 ACADEMIC YEAR**

**FOR THE CERTIFICATE IN  
BUSINESS MANAGEMENT**

**COURSE CODE: CBA 101**

**COURSE TITLE: ORGANIZATIONAL THEORY**

**DATE: 26<sup>th</sup> August 2013**

**TIME: 9.00am -Noon**

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**Instructions to Candidates**

- Answer question one and any other TWO questions

### **QUESTION ONE**

- a) Define organization process (2 marks)
  - b) State the importance of organization structure (6 marks)
  - c) Give reasons for delegation (6 marks)
  - d) Give the advantages of Decentralization (5 marks)
  - e) Distinguish between the following
    - (i) Primary groups and secondary groups (3 marks)
    - (ii) In groups and out groups (3 marks)
- Total (30 marks)

### **QUESTION TWO**

- a) Discuss the main differences between management and leadership (10 marks)
  - b) Highlight qualities of a good leader (10 marks)
- Total ( 20 marks)

### **QUESTION THREE**

- a) Discuss the features of an organization (12 marks)
- b) Describe the contingent approach of organization (8 marks)

### **QUESTION FOUR**

- a) What are the characteristics of Social Organization (10 marks)
- b) Explain the following
  - i. Authority (3 marks)
  - ii. Responsibility (3 marks)
  - iii. Delegation (2 marks)
  - iv. Accountability (2 marks)