



**KIBABII UNIVERSITY COLLEGE**

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*Knowledge for Development*

**UNIVERSITY REGULAR EXAMINATION**

**1<sup>ST</sup> YEAR, 1<sup>ST</sup> SEMESTER**

**(MAIN EXAMINATION)**

**FOR THE CERTIFICATE IN BUSINESS MANAGEMENT**

**COURSE CODE:CBA 101**

**COURSE TITLE: ORGANISATIONAL THEORY**

**DATE:12<sup>th</sup> August, 2014**

**TIME:2.00p.m. – 4.00 p.m.**

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**INSTRUCTIONS**

Answer one question from Section A (**COMPULSORY**) and any other two questions of your choice

**SECTION A (COMPULSORY)**

**QUESTION ONE****(20 Marks)**

- a) Define the term “organizational development” (5 Marks)
- b) What are the objectives of organizational development? (7 Marks)
- c) State and clearly explain the important characteristics of an organization (5 Marks)
- d) Explain the meaning of organizational conflict (5 Marks)

**SECTION B****QUESTION TWO****(20 Marks)**

- a) What is meant by “an organizational environment”? (5 Marks)
- b) Discuss the two major classifications of an organizational environment and their components (15 Marks)

**QUESTION THREE****(20 Marks)**

“Many of the impacts of information Technology are straight forward, but they are not trivial. Discuss (20 Marks)

**QUESTION FOUR****(20 Marks)**

- a) Explain what is meant by the term ‘change’ (5 Marks)
- b) Identify the determinants of change in an organization (10 Marks)
- c) Discuss the steps involved in the process of introducing change in an organization (5Marks)