



PAN AFRICA CHRISTIAN UNIVERSITY
BACHELORS OF BUSINESS LEADERSHIP
END OF SEMESTER EXAMINATION
DEPARTMENT: BUSINESS
COURSE CODE: BCM 207
ORGANIZATIONAL THEORY AND DESIGN
Online Exams

EXAM DATE:

TIME:

INSTRUCTIONS

- Read all questions carefully before attempting.
- Answer **any four questions only**

QUESTION ONE

- a) Define organizational theory (2marks)
- b) Explain any two principles of scientific management as identified by Frederick Winslow Taylor (4marks)
- c) Describe the key principles of contingency theory of management (4marks)

QUESTION TWO

Describe the five organizational configuration frame work as suggested by Henry Mintzberg (10marks)

QUESTION THREE

Explain the five elements appropriate for organizations designed for continuous learning (10marks)

QUESTION FOUR

- a) Identify any four contingent factors affecting designing and structuring of organizations (2marks)
- b) Describe with relevant examples the stakeholder approach of measuring organizational effectiveness and efficiency (8marks)

QUESTION FIVE

- a) Outline and briefly explain any four types of organizational structures (2marks)
- b) Describe the concept of Balanced score card as a tool used in management to translate organizational mission and vision in to actual actions (8marks)

QUESTION SIX

- a) Outline any four types of organizational changes that influence organizational designing and structuring (2marks)
- b) Identify any four techniques for change implementation within an organization (2marks)
- c) Explain any three political tactics for using power to influence designing in organizations (6marks)