



**MURANG'A UNIVERSITY COLLEGE**

**(A constituent college of Jomo Kenyatta University of Agriculture and Technology)**

**UNIVERSITY EXAMINATIONS 2015/2016**

**MRUC LEARNING CENTER  
(MAIN EXAMINATION)**

**MASTER OF PUBLIC ADMINISTRATION**

**SECOND YEAR / FIRST SEMESTER EXAMINATIONS**

**BCP 4202: ORGANIZATIONAL THEORY AND DEVELOPMENT**

**DATE: 11<sup>TH</sup> DECEMBER, 2015**

**TIME: 3 Hours**

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**INSTRUCTIONS**

- There are **SIX** Questions in this paper.
- Question **ONE** is **compulsory**
- Answer **FOUR** questions in **TOTAL**.

### **QUESTION ONE**

Compare and contrast the Classical and Neo-classical theories of organizations. **(15 Marks)**

### **QUESTION TWO**

Organizations are hard to see.

- i. Draw clarity between formal and informal organizations **(5 Marks)**
- ii. Explain reasons why informal organizations emerge in workplace and merits of such organizations. **(10 Marks)**

### **QUESTION THREE**

It is often said that most people hate any change that does not jingle in their pockets.

- i. Explain why people resist change. **(7.5 Marks)**
- ii. What can Administrators do when they see resistance to change in an organization? **(7.5 Marks)**

### **QUESTION FOUR**

Administrators need to know whether employees they are heading are performing their respective duties efficiently and effectively. They need to establish performance standards to be used to evaluate employee performance. From the foregoing statement;

- i. Explain Performance Management. **(5 Marks)**
- ii. Discuss performance appraisal methods used by administrators to evaluate performance of employees. **(10 Marks)**

### **QUESTION FIVE**

- i. Define Business Process Re-engineering. **(5 Marks)**
- ii. Explain the different effects of Business Process Re-engineering in an organization **(10 Marks)**

### **QUESTION SIX**

Write brief explanatory notes on each of the following. **(5 Marks each)**

- i. Teams in Organization
- ii. Organization Culture
- iii. Organizational Transformation with regard to Public Sector in Kenya