



## GARISSA UNIVERSITY

UNIVERSITY EXAMINATION **2017/2018** ACADEMIC YEAR **ONE**  
**FIRST** SEMESTER EXAMINATION

SCHOOL OF EDUCATION, ARTS AND SOCIAL SCIENCES

FOR THE DIPLOMA IN PUBLIC ADMINISTRATION

COURSE CODE: DPA 02

COURSE TITLE: PRINCIPLES OF ORGANIZATION

EXAMINATION DURATION: 3 HOURS

**DATE: 01/12/17**

**TIME: 2.00-5.00 PM**

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### INSTRUCTION TO CANDIDATES

- The examination has **SIX (6)** questions
- Question **ONE (1)** is **COMPULSORY**
- Choose any other **THREE (3)** questions from the remaining **FIVE (5)** questions
- Use sketch diagrams to illustrate your answer whenever necessary
- Do not carry mobile phones or any other written materials in examination room
- Do not write on this paper

This paper consists of **TWO (2)** printed pages

*please turn over*



### QUESTION ONE (COMPULSORY)

- (a) Define the following terms as used in management [10 marks]
- i. Departmentalization
  - ii. Delegation
  - iii. Scalar principle
  - iv. Organization
  - v. Line and staff principle
- (b) Discuss the three types of power as outlined by **Etzioni** [9 marks]
- (c) Describe three ways that you can strategic use informal organization to reap benefits in the formal organizations [6 marks]

### QUESTION TWO

Discuss the **Henri Fayol** principles of organization [15 marks]

### QUESTION THREE

- (a) Using examples differentiate between formal and informal organizations [6 marks]
- (b) Discuss the application of operant conditioned principle by **B.F. Skinner** in management [6 marks]
- (c) Outline the short comings of informal organization [3 marks]

### QUESTION FOUR

- (a) Using examples discuss the types of organization structure [6 marks]
- (b) Discuss three differences between decentralization and centralization [5 marks]
- (c) Describe how semantic affects communication in organizations [4 marks]

### QUESTION FIVE

- (a) Describe the classification of organization as suggested by **Talcott Parsons** in the Typologies by Goal or Function [9 marks]
- (b) Explain three Conflict management Techniques [6 marks]

### QUESTION SIX

- (a) Describe four external forces that contribute to dynamics in organizations [8 marks]
- (b) Explain **Kurt Lewin** steps for successful change in organizations [7 marks]

