



# THE CATHOLIC UNIVERSITY OF EASTERN AFRICA

**A. M. E. C. E. A**

**MAIN EXAMINATION**

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**JANUARY – APRIL 2018 TRIMESTER**

**FACULTY OF COMMERCE**

**DEPARTMENT OF MARKETING AND MANAGEMENT**

**REGULAR PROGRAMME**

**CMM 222: ORGANIZATIONAL DEVELOPMENT**

<b>Date: APRIL 2018</b>	<b>Duration: 2 Hours</b>
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<b>INSTRUCTIONS: Answer Question ONE and ANY OTHER TWO Questions</b>
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- Q1. Organizational Development is the study of successful organizational change and performance.
- a) Explain how an organization can attain organization excellence. **(10 Marks)**
  - b) Discuss an organization as a system. **(10 marks)**
  - c) Describe organizations lifecycle and what each stage requires for organization development. **(10 Marks)**
- Q2. Discuss Fayol's principles of management and how they are useful in organizations today. **(15 Marks)**
- Q3. Discuss the contemporary organizational structures that contribute to towards organizational development. **(15Marks)**
- Q4. Organizational conflict is a state of discord caused by the actual or perceived competition of needs. Discuss how an organization can manage conflict. **(15 Marks)**

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