



# **MAASAI MARA UNIVERSITY**

**REGULAR UNIVERSITY EXAMINATIONS**

**2022/2023 ACADEMIC YEAR**

**THIRD YEAR SECOND SEMESTER**

**SCHOOL OF ARTS, HUMANITIES, SOCIAL SCIENCES  
AND CREATIVE STUDIES**

**BACHELOR OF ARTS IN SOCIOLOGY, BACHELOR OF  
ARTS IN PUBLIC ADMINISTRATION AND POLITICAL  
SCIENCE, BACHELOR OF ARTS IN COMMUNITY  
DEVELOPMENT AND BACHELOR OF SOCIAL WORK**

**COURSE CODE SOC 3125-1**

**COURSE TITLE : FORMAL ORGANIZATIONS**

**DATE: 6<sup>TH</sup> DECEMBER, 2022**

**TIME: 1430-1630**

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**INSTRUCTIONS TO CANDIDATES**

*Question ONE is compulsory. Answer any other Three questions.*

*This paper consists of 2 printed pages. Please turn over.*

1. a) What is your understanding of formal organization **(5 Marks)**
- b) Define the following course related terminologies:
- i. Organization
  - ii. Leadership
  - iii. Bureaucracy
  - iv. Red tape
  - v. Management **(8 Marks)**
- c) What is your understanding of systems approach in organization and management. **(7 Marks)**
2. Articulate the importance of conflict resolution in contemporary organizations **(15 Marks)**
3. There are four approaches to organizations and management. Discuss;
- a) Classical ideas **(7 Marks)**
  - b) Human relations approach **(8 Marks)**
4. Discuss the four (4) forms of organizations as learnt in the course **(15 Marks)**
5. Make short notes on the following topics:
- a) Organizational goals **(7 Marks)**
  - b) Organizational Functions **(8 Marks)**
6. Critically explain the source of organizational conflict **(15 Marks)**

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