BSc. (Hons) Business Information Systems

Part Time

BIS1214 - ORGANIZATION STRUCTURES AND DESIGN

Resit Examination for 2002 - 2003 / Semester I

Duration: 2 Hours

Instructions to Candidates:

1. Answer all questions.
2. Start your answer to each question on a new page.
3. Maximum marks: 100 marks

This question paper contains 4 questions and 2 pages.
ANSWER ALL QUESTIONS

1. (a) Discuss the basic concept of management and describe briefly the main management functions. (10)

   (b) Using examples, discuss the management roles identified by Mintzberg in his study of CEOs. (15)

2. (a) Describe the common communication methods used by people in an organization. (15)

   (b) Discuss the barriers to effective communication. (10)

3. (a) Discuss the main reasons for resistance to change. (10)

   (b) Explain the techniques for reducing resistance to change. (15)

4. (a) With the help of a schematic diagram explain the Management by Objective process. (15)

   (b) Discuss the strengths and criticisms of the MBO? (10)