



TECHNICAL UNIVERSITY OF MOMBASA
Faculty of Business & Social Studies

DEPARTMENT OF BUSINESS STUDIES

DIPLOMA IN HUMAN RESOURCE MANAGEMENT
DIPLOMA IN BUSINESS MANAGEMENT

BMG 2206: ORGANIZATION THEORY AND BEHAVIOUR

END OF SEMESTER EXAMINATIONS

SERIES: APRIL 2015

TIME: 2 HOURS

INSTRUCTIONS:

- This paper consists of **FIVE** questions.
- Answer question **ONE (Compulsory)** and any other **TWO** questions.

This paper consists of Two printed pages.

QUESTION 1 (Compulsory)

- a) Discuss the importance of studying organization behaviour. **(12 marks)**
- b) Discuss the benefits of scientific management. **(10 marks)**
- c) Highlight **FOUR** distinctions between organization behaviour and organizational theory. **(8 marks)**

QUESTION 2

- a) Discuss Fayol's **FOURTEEN** principles. **(14 marks)**
- b) Highlight **SIX** features of bureaucracy. **(6 marks)**

QUESTION 3

- a) Discuss the features of organizational behaviour. **(12 marks)**
- b) Explain any **FOUR** determinants of organizational behavior. **(8 marks)**

QUESTION 4

- a) Max Weber outlined the characteristics of the ideal bureaucracy from the functional point of view. Discuss its advantages. **(10 marks)**
- b) According to William SIDH, classical organization theory is build along **FOUR** classical pillars. Discuss. **(10 marks)**

QUESTION 5

- a) Discuss the various distinctions between formal and informal organization. **(10 marks)**
- b) Discuss different ways of handling organizational politics. **(10 marks)**