



TECHNICAL UNIVERSITY OF MOMBASA
Faculty of Business and Social Studies

DEPARTMENT OF BUSINESS STUDIES

UNIVERSITY EXAMINATIONS FOR DEGREE IN
BACHELOR OF BUSINESS ADMINISTRATION
BACHELOR OF COMMERCE

BHR 4310: ORGANIZATION THEORY AND BEHAVIOUR

SPECIAL/SUPPLEMENTARY EXAMINATIONS

SERIES: FEBRUARY 2015

TIME: 2 HOURS

INSTRUCTIONS:

- Answer Question **ONE (Compulsory)** and any other **TWO** questions.
- Do not write on the question paper

This paper consists of Two printed pages

QUESTION 1 (Compulsory)

- a) “Organizational theory is a body of knowledge about organizations which has been developed through the scientific method”. Discuss. **(10 marks)**
- b) In what respect is organizational theory different from organizational behaviour. **(8 marks)**
- c) Discuss briefly the objectives of the neoclassical organization theory. **(12 marks)**

QUESTION 2

- a) Discuss **FIVE** features of behavioural science approach. **(10 marks)**
- b) Explain the features of organizational climate. **(10 marks)**

QUESTION 3

- a) A large unit manufacturing electrical goods which has been known for its liberal personnel policies and fringe benefits is facing the problem of low productivity and high absenteeism. How should the management improve organizational climate? **(10 marks)**
- b) Discuss the dysfunctional aspects of organizational politics. **(10 marks)**

QUESTION 4

- a) Discuss the features of organizational culture. **(10 marks)**
- b) Briefly discuss the functional aspects of status in an organization. **(10 marks)**

QUESTION 5

Discuss how the study of organizational behaviour help meet the future challenges. **(20 marks)**