



TECHNICAL UNIVERSITY OF MOMBASA
Faculty of Business & Social Studies

DEPARTMENT OF BUSINESS STUDIES

DIPLOMA IN HUMAN RESOURCE MANAGEMENT

BMG 2216: ORGANIZATION THEORY

SPECIAL/SUPPLEMENTARY EXAMINATIONS

SERIES: FEBRUARY 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) Give any **FIVE** essential features of an organization structure. **(10 marks)**
- b) Mention any **FIVE** purposes achieved from an organization chart. **(10 marks)**
- c) Highlight the conclusion and implication drawn from Hawthorn experiments. **(10 marks)**

QUESTION 2

- a) Give the importance of technology in organization structure. **(10 marks)**
- b) Identify **FIVE** environmental factors which affect organizational structures. **(10 marks)**

QUESTION 3

- a) Give **FIVE** advantages of line organization structure. **(10 marks)**
- b) Mention **FIVE** essential features of system approach in organization structure. **(10 marks)**

QUESTION 4

- a) Centralization is the control of all decisions from one point. Give **FIVE** advantages of centralization of services in an organization. **(10 marks)**
- b) Highlight **FIVE** features of Bureaucratic organization. **(10 marks)**

QUESTION 5

- a) Briefly explain the following principles of administrative management:
 - i) Authority and Responsibility **(5 marks)**
 - ii) Unit of command. **(5 marks)**
- b) Give **FIVE** advantages of informal organization. **(10 marks)**