

TECHNICAL UNIVERSITY OF MOMBASA

School of Business

DEPARTMENT OF BUSINESS ADMINISTRATION

BMG 2206 : ORGANIZATION THEORY AND BEHAVIOUR

SERIES: APRIL\MAY 2016

TIME: 2 HOURS

INSTRUCTIONS

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

QUESTION ONE:

- (a) Give FIVE advantages of informal groups in Organization (10mks)
- b) Explain the following terms as used in organizational effectiveness
- i) goal approach
- b) behavioral approach (10mks)
- c) Mention FIVE actions taken in conflict resolution in an organization (10mks)

QUESTION TWO:

- a) Give FOUR important roles played by Organization behavior in an Organization (10mks)
- b) Identify FIVE advantages of motivation to workers in an organization (10mks)

QUESTION THREE:

- a) Briefly explain the FOER evaluation processes of individual behavior in an organization (10mks)
- b) Give FIVE personal barriers to communication (10mks)

QUESTION FOUR:

- a) Identify FOUR objectives of group formation (10mks)
- b) Give FIVE advantages of leadership in an organization (10mks)

QUESTION FIVE:

- a) Briefly explain the following Types of leadership in an organization

i)Autocratic style (5mks)

ii)Democratic style (5mks)

b)Explain the following terms as used in environmental factors

i)economic environment (5mks)

ii)political and legal environment (5mks)