

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

SECTION A:

QUESTION ONE: (Compulsory.)

(a) Discuss the TWO approaches of studying and describing leadership

i) Leadership trait (5mks)

ii) Contingency approach (5mks)

(b) Describe the stages of group development (10 mks)

(c) Discuss the features of organization behavior (10 mks)

SECTION B.

QUESTION TWO:

(a) Discuss FOUR determinants of organization behavior (10 mks)

(b) State and explain the distinction between formal and informal organizations(10 mks)

QUESTION THREE:

(a) There are a range of motivational techniques that can be used to improve productivity, reduce stress and increase self-confidence. Discuss FIVE of these techniques(10 mks)

(b) Communication is a process which traces the movement of information from the sender to the receiver. Discuss the elements involved in the process. (10 mks)

QUESTION FOUR:

(a) Discuss different styles of leadership in an organization (10 mks)

(b) Explain the TWO bases of power based on an organization (10 mks)

QUESTION FIVE:

(a) Discuss the advantages of informal group in the organization (10 mks)

(b) Discuss by use examples the STEPS involved in decision making process (10 mks)