



# TECHNICAL UNIVERSITY OF MOMBASA EXAMINATIONS

FACULTY OF BUSINESS STUDIES      DEPARTMENT OF BUSINESS

EXAMINATION FOR DIPLOMA IN HUMAN RESOURCE MANAGEMENT

ORGANISATION THEORY

BMG 2216

DATE APRIL/MAY 2016

TIME 2HOURS

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## INSTRUCTIONS

- Question ONE is compulsory and answer and other TWO questions.

### Question ONE

- Give any FIVE features of an organization. (10mks)
- Briefly explain the following terms as used in Administrative principle.
  - Division of work (5mks)
  - Unity of command (5mks)
- Highlight FIVE important functions of management (10mks)

### Question TWO

- Explain briefly the following types of Organization
  - Line organization (5mks)
  - Functional organization (5mks)
- Mention FIVE Neo- classical contribution to Organization behavior. (10mks)

### Question THREE

- Briefly explain Hawthorne experiments conducted by Elton Mayo. (10mks)
- Highlight the process of structuring of Organization. (10mks)

### Question FOUR

- Give the causes of inter-group conflict in Organization. (10mks)
- Mention FIVE ways through which Organization can reduce conflict. (10mks)

### Question FIVE

- a) Give FIVE contingency factors that determine the effectiveness of Organization structure.  
(10mks)
- b) Highlight the importance of social and psychological subsystems in system theory.  
(10mks)