



TECHNICAL UNIVERSITY OF MOMBASA

SCHOOL OF BUSINESS

DEPARTMENT OF BUSINESS ADMINISTRATION

UNIVERSITY EXAMINATION FOR:

DIPLOMA IN BUSINESS ADMINISTRATION

BMG 2216 : ORGANISATION THEORY

END OF SEMESTER EXAMINATION

SERIES:DECEMBER2016

TIME:2HOURS

DATE:Pick DateSelect MonthPick Year

Instructions to Candidates

You should have the following for this examination

-Answer Booklet, examination pass and student ID

This paper consists of **FIVE** questions. Attemptquestion ONE (Compulsory) and any other TWO questions.

Do not write on the question paper.

QUESTION ONE

- a) What are the salient features of an organization. **(10 marks)**
- b) Briefly explain the following terms as used in Administrative principle.
- i. Chain of command **(5 marks)**
 - ii. Division of work **(5 marks)**
- c) Highlight FIVE important functions of management **(10 marks)**

QUESTION TWO

- a) Discuss the process of structuring of Organization. *(10 marks)*
- (b) Highlight the importance of social and psychological subsystems in system theory. *(10 marks)*

QUESTION THREE

- (a) Give FIVE contingency factors that determine the effectiveness of Organization structure. *10 marks)*
- (b) Briefly explain Hawthorne experiments conducted by Elton Mayo. *(10 marks)*

QUESTION FOUR

- (a) What are advantages of Informal organizations *(10 marks)*
- (b) What are the causes of inter-group conflict in Organization. *(10 marks)*

QUESTION FIVE

- (a) Explain FIVE ways through which Organization can reduce conflict. *(10 marks)*
- (b) Explain briefly the following types of Organization
- i. Line organization *(5 marks)*
 - ii. Functional organization *(5 marks)*