



**TECHNICAL UNIVERSITY OF MOMBASA**

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**SCHOOL OF BUSINESS**

Department of Business Administration

**UNIVERSITY EXAMINATIONS FOR DEGREE IN  
BACHELOR OF BUSINESS ADMINISTRATION  
BACHELOR OF BUSINESS AND INFORMATION TECHNOLOGY  
BACHELOR OF COMMERCE  
BACHELOR OF SCIENCE IN MARITIME MANAGEMENT (COMMERCIAL)**

**BHR 4310: ORGANISATION THEORY AND BEHAVIOUR**

**END OF SEMESTER EXAMINATIONS**

**SERIES: DECEMBER 2016**

**TIME: 2 HOURS**

**INSTRUCTIONS**

Answer Question **ONE (Compulsory)** and any other **TWO** Questions.

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**QUESTION ONE**

- a) Discuss the advantages of group decision making. **(12 marks)**
- b) Discuss various kinds of status in organisations. **(8 marks)**
- c) Briefly discuss the determinants of behaviour **(10 marks)**

**QUESTION TWO**

- a) Discuss the disadvantages of status in organizations **(10 marks)**
- b) Discuss the significance of informal organisation. **(10 marks)**

**QUESTION THREE**

- a) Discuss the factors influencing group cohesiveness. **(12 marks)**
- b) Discuss any **FOUR** merits of status systems in organisation. **(8 marks)**

#### **QUESTION FOUR**

- a) Discuss the dysfunctional aspects of politics in an organisation. **(10 marks)**
- b) Discuss the merits of group decision making. **(10 marks)**

#### **QUESTION FIVE**

The most persistent criticism of classical organisation theory came from the neoclassicist and the behavioural scientists. The neoclassical writers particularly attacked the classical pillars and the behaviourists attacked the treatment given to the human beings in the organisation. Modern theorists also criticize the classical theory as taking a narrow view of the organisation. Discuss the fundamental objective the classical theory. **(20 marks)**