



TECHNICAL UNIVERSITY OF MOMBASA

DEPARTMENT OF BUSINESS ADMINISTRATION

UNIVERSITY EXAMINATION FOR:

BACHELOR OF COMMERCE/BACHELOR OF BUSINESS

ADMINISTRATION

BMG 4301: ORGANIZATION THEORY AND BEHAVIOR

END OF SEMESTER SPECIAL/ SUPPLEMENTARY

EXAMINATION YEAR 3 SEMESTER 1

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) Briefly explain the key issues influencing group behavior (15mrks)
- b) Explain the characteristic features that isolate effective and ineffective groups in the organization (15mrks)

Question two

- a) Leaders are made not born. Discuss (10mrks)

b) Briefly explain the sources of power to a leader (10mrks)

Question three

a) Briefly explain the factors that influence the development of organization culture (10mrks)

b) Explain briefly the guidelines that should be followed when changing organizational culture (10mrks)

Question four

a) Organizational behavior is synonymous with a management theory and practices. Discuss (10mrks)

b) Discuss clearly the multi-disciplinary nature and approach to the study of organizational behavior (10mrks)

Question five

a) Explain in detail the main differences between formal and informal organizations (10mrks)

b) What is the importance of the informal organizations to a manager (10mrks)