



**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 COMMERCE**

**BHR 4310: ORGANISATION THEORY AND BEHAVIOUR**

**SPECIAL SUPPLEMENTARY EXAMINATIONS**

**SERIES:SEPT. 2017**

**TIME: 2 HOURS**

**INSTRUCTIONS**

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

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**QUESTION 1**

- a) Discuss the benefits of scientific management. **(10 marks)**
- b) Discuss the features of informal organisation. **(10 marks)**
- c) Discuss the sources of power. **(10 marks)**

**QUESTION 2**

- a) Discuss the benefits of bureaucracy. **(10 marks)**
- b) Discuss the significance of informal organisation. **(10 marks)**

**QUESTION 3**

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

#### **QUESTION 4**

- a) Discuss the dysfunctional aspects of politics in an organisation. **(10 marks)**
- b) Discuss the features of behavioural science approach. **(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 of the classical theory. **(20 marks)**