

**TECHNICAL UNIVERSITY OF MOMBASA**

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DEPARTMENT OF BUSINESS ADMINISTRATION

**UNIVERSITY ORDINARY EXAMINATION FOR:**

DHRM/DBM/

**BMG 2206: ORGANIZATION THEORY AND BEHAVIOUR**

**SERIES: AUGUST**

**TIME: 2HOURS**

**DATE: Pick DateAug2019**

**Instructions to Candidates**

You should have the following for this examination

*-Answer Booklet, examination pass and student ID*

**ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS.**

**Do not write on the question paper.**

**Question one (compulsory – 30 Marks)**

- (a) Highlight five importances of policies in an organization (10mks).
- (b) The systems perspective was introduced by Ludwig Von Bertalanffy who proposed that all systems have predictable tendencies of behaviours. Explain four characteristics of systems (15mks)
- © Explain the Formal and Informal Organization (5mks)

**Question Two**

- (a) Most businesses recognize the need for non-financial methods of motivation. Highlight five Non-Financial Motivation Methods (10mks)
- (b) A group is defined as two or more individuals who are connected to one another by social relationships (10mks)

### **Question Three**

- (a) Highlight five Characteristics of Formal groups (10mks)
- (b) Explain five Features of Work groups (10mks)

### **Question Four**

- (a) State Maslow's hierarchy of needs and explain how it could be applied in the organization of today by management (10mks)
- (b) Explain the advantages of a matrix organizational structure (10mks)

### **Question Five**

- (a) Highlight five principal features of the open model (OM) of an organization (10mks)
- (b) Describe Five Principals of management by Fayol (10Marks)

