



**TECHNICAL UNIVERSITY OF MOMBASA**

---

**SCHOOL OF BUSINESS**

**DEPARTMENT OF BUSINESS ADMINISTRATION**

**UNIVERSITY EXAMINATION FOR:**

**DEGREE**

**BHR 4310 ORGANIZATIONAL THEORY AND BEHAVIOUR**

**SPECIAL / SUPPLEMENTARY EXAMINATION**

**SERIES: AUGUST 2019**

**TIME: 2 HOURS**

**DATE: 12<sup>TH</sup> JULY 2019**

**Instructions to Candidates**

You should have the following for this examination

-Answer Booklet, examination pass and student ID

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

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

---

**Question One**

- (a) "Maslow's theory of motivation is still referred by practicing managers and students, but it has severe criticisms in several aspects." Explain its drawbacks. (10 Marks)
- (b) Discuss the major barriers of communication. (10 Marks)
- (c) Describe the approaches to leadership. (10 Marks)

**Question Two**

- (a) Describe the functions of informal organization. (10 Marks)
- (b) Highlight the consequences of group cohesiveness. (10 Marks)

**Question Three**

(a) “Without a good leader, organization cannot function efficiently and effectively.”

Explain the importance of good leadership. (10 Marks)

(b) Describe the advantages of informal communication. (10 Marks)

**Question Four**

“There is no single reason why individuals join groups in organizations.”

Discuss (20 Marks)

**Question Five**

(a) Explain the advantages of group decision making. (10 Marks)

(b) “Informal groups emerge from within an organization.” Discuss (10 Marks)