



**TECHNICAL UNIVERSITY OF MOMBASA**

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**SCHOOL OF BUSINESS**

**DEPARTMENT BUSINESS ADMINISTRATION**

**UNIVERSITY EXAMINATION FOR:**

**DEGREE**

**BHR 4310 ORGANIZATIONAL THEORY AND BEHAVIOUR**

**ORDINARY 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.**

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**Question One**

- a) Describe the factors that may influence conformity to group norms amongst members of a group in an organization. (10 Marks)
- (b) Discuss salient features of Herzberg's theory of motivation with suitable illustrations. (10 Marks)
- (c) Describe four different types of organizational structures (10 marks)

**Question Two**

- (a) Discuss the stages of team development in an organization (10 Marks)
- (b) How can a team leader best facilitate the team at each stage? (10 Marks)

**Question Three**

- (a) Describe the challenges and opportunities for Organization Theory and Behavior. (10 Marks)
- (b) Discuss any five fields that have contributed to the field of Organization Theory and Behavior. (10 Marks)

**Question Four**

Explain the contributions of the scientific management approach to organization theory. (10 Marks)

- (b) Discuss the basic approaches of Organization Theory and Behavior. (10 Marks)

**Question FIVE**

- (a) Describe the disadvantages of group decision making. (10 Marks)
- (b) Discuss the five levels of needs hierarchy as identified by Maslow. (10 Marks)