



TECHNICAL UNIVERSITY OF MOMBASA

SCHOOL OF BUSINESS

DEPARTMENT OF BUSINESS ADMINISTRATION

UNIVERSITY EXAMINATION FOR: DIPLOMA IN BUSINESS MANAGEMENT

BMG 2201: ORGANIZATION BEHAVIOUR

END OF SEMESTER EXAMINATION

SERIES: JULY 2025

TIME: 2 HOURS

DATE: Jul 2025

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 question ONE (Compulsory) and any other TWO questions.

Do not write on the question paper.

Question ONE

- a) Explain the features of historical context that helped to shape organizations (10 marks)
- b) Explain FIVE activities a manager can do to encourage ethical behavior in an organization. (10 marks)
- c) Explain THREE conditions managers face when making decisions in organizations. (10 marks)

Question TWO

- a) Explain the features considered in the structuring of many of today's organizations. (10 marks)
- b) Explain the principles on which bureaucracy was founded (10 marks)

Question THREE

- a) Explain FIVE characteristics found in an organic organization which is one of the generic models of organizational design. (10 marks)
- b) Organization behavior is concerned with individual behavior in organizations. Explain the characteristics which will be of concern. (10 marks)

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Question FOUR

- a) Explain position power as a factor in leadership effectiveness in organizations. (10 marks)
- b) Explain the benefits of adopting organizational modes of attire, whether voluntary or imposed, formal or informal. (10 marks)

Question FIVE

- a) Explain Abraham Maslow's Hierarchy of Needs Theory which is the best known Theory of Motivation. (10 marks)
- b) Explain the following terms (inclusive of relevant examples) found in the communication process in organization.
 - i) Interpersonal communication (5 marks)
 - ii) Organizational communication (5 marks)