



**TECHNICAL UNIVERSITY OF MOMBASA**  
***Faculty of Business & Social Studies***

DEPARTMENT OF BUSINESS STUDIES

DIPLOMA IN HUMAN RESOURCE MANAGEMENT  
DIPLOMA IN BUSINESS MANAGEMENT

**BMG 2206: ORGANISATION THEORY AND BEHAVIOUR**

SPECIAL/SUPPLEMENTARY EXAMINATIONS

**SERIES:** FEBRUARY 2015

**TIME:** 2 HOURS

**INSTRUCTIONS:**

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

***This paper consists of Two printed pages.***

### **QUESTION 1 (Compulsory)**

- a) Organizational behaviour is the study and of information relating to behaviour. Explain how the following affect organizations:
- i) Individual **(5 marks)**
  - ii) Structure **(5 marks)**
- b) Give **FIVE** advantages of groups in organization. **(10 marks)**
- c) Identify **FIVE** organizational causes of conflict in organization. **(10 marks)**

### **QUESTION 2**

- a) Highlight any **FIVE** characteristics/features of leadership. **(10 marks)**
- b) Explain the importance of motivation to a worker in organization. **(10 marks)**

### **QUESTION 3**

Discuss the decision making process in an organization. **(20 marks)**

### **QUESTION 4**

- a) Briefly explain the experiments and observation studies conducted by Elton Mayo. **(10 marks)**
- b) Identify **FIVE** individual differences reflected in individual in conformity to situations and issues in work environment. **(10 marks)**

### **QUESTION 5**

- a) Give reasons that brings about organizational politics in organizations. **(10 marks)**
- b) Explain the elements in the process of communication in organization. **(10 marks)**