



# **MURANG'A UNIVERSITY OF TECHNOLOGY**

## **SCHOOL OF BUSINESS AND ECONOMICS**

**DEPARTMENT OF COMMERCE**

**UNIVERSITY ORDINARY EXAMINATION**

**2018/2019 ACADEMIC YEAR**

**SECOND YEAR SECOND SEMESTER EXAMINATION FOR, DIPLOMA  
IN BUSINESS MANAGEMENT**

**BCT 050 – ORGANIZATION THEORY**

**DURATION: 2 HOURS**

**DATE:**

**TIME:**

**Instructions to candidates:**

1. Answer question One and Any Other Two questions
2. Mobile phones are not allowed in the examination room.
3. You are not allowed to write on this examination question paper.

**SECTION A: ANSWER ALL QUESTIONS IN THIS SECTION**

**QUESTION ONE (30 MARKS)**

- (a) Explain five factors that can motivate people in an organization (10 marks)
- (b) Discuss three personality attributes that influence organizational behavior (9 marks)
- (c) Explain three reasons why groups are formed in an organization (6 marks)
- (d) Outline five habits that can remarkably help to relieve stress (5 marks)

**SECTION B: ANSWER ANY TWO QUESTIONS IN THIS SECTION**

**QUESTION TWO (20 MARKS)**

- (a) Power is the capacity to change the behavior or attitudes of another person in a desired manner. Explain three basis of formal power (6 marks)
- (b) Outline five shortcomings of using written communication in an organization (5 marks)
- (c) Behavior is shaped by systematically reinforcing each successive step that moves the individual closer to the desired response. Explain three methods of shaping behavior (9 marks)

**QUESTION THREE (20 MARKS)**

- (a) An organization culture is the shared ideologies, philosophies, beliefs, assumptions and expectations. Discuss the five factors that will determine the type of culture that will develop in an organisation (10 marks)
- (b) Explain five factors that aid in group cohesiveness (10 marks)

**QUESTION FOUR (20 MARKS)**

- (a) Explain five causes of stress in a working environment (10 marks)
- (b) Outline five guidelines which can lead to culture change (10 marks)