



MURANGA UNIVERSITY COLLEGE

(A constituent College of Jomo Kenyatta University of Agriculture & Technology)

MAINCAMPUS

ORDINARYUNIVERSITY EXAMINATIONS

2014/2015 ACADEMIC YEAR

SECOND SEMESTER EXAMINATIONS

FOR

DIPLOMA IN BUSINESS MANAGEMENT

COURSE CODE: DBH 1121

COURSE TITLE: ORGANISATIONAL THEORY

DATE: 27TH APRIL 2015

TIME: 2.00 PM-4.00 PM

INSTRUCTIONS TO CANDIDATES

Question **ONE** (1) is compulsory
Answer **THREE** (3) questions

DURATION: 2 HRS

MRUC observes **ZERO** tolerance to examination irregularities

This Paper Consists of 2 Printed Pages. Please Turn Over. ►

QUESTION ONE (30 MARKS) (COMPULSORY)

- a) Scholars of management have not been able to reach consensus on the exact process of motivation but they have done so on the factors that can motivate employees.
Explain **FIVE** such factors. (10 marks)
- b) Advise managers on **FIVE** strategies they can use to minimize resistance to change. (10Marks)
- c) Explain **FIVE** strategies that can be used to manage conflicts in the organization. (10Marks)

QUESTION TWO (20 MARKS)

- a) A principle is a fundamental statement of truth that provides a guide to thought or action. It establishes a cause and effect relationship between two or more variables.
Explain **FIVE** principles of organization. (10 marks)
- b) Organization has part to play in reducing stress at work. Outline **FIVE** measures that an organization can take to help reduce stress on employees. (5 marks)
- c) Highlight **FIVE** benefits of learning to individuals and organisations. (5 marks)

QUESTION THREE (20 MARKS)

- a) Organization culture is the specific collection of the values and norms that are shared by people and groups in an organization and that control the way they interact with each other and with stakeholders outside the organization.
Explain any **FIVE** characteristics of culture. (10 marks)
- b) Explain the barriers of effective delegation
- i) On the part of Managers (5 marks)
 - ii) On the part of Subordinates (5 marks)

QUESTION FOUR (20 MARKS)

- a) Explain **FIVE** barriers to effective communication in an organization. (10 marks)
- b) Explain **FIVE** factors that influence organisational politics. (10 marks)