



MURANGA UNIVERSITY COLLEGE

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

MAIN CAMPUS

SUPPLEMENTARY/SPECIAL UNIVERSITY EXAMINATIONS

2014/2015 ACADEMIC YEAR

SECOND SEMESTER EXAMINATIONS

FOR

DIPLOMA IN BUSINESS MANAGEMENT

COURSE CODE: DBH 1121

COURSE TITLE: ORGANISATIONAL THEORY

DATE:

TIME:

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) Delegation means assigning work to the others and giving them authority to do so. Explain **FIVE** advantages of delegation in an organization. (10 marks)
- b) Outline **SIX** benefits of learning to individuals and organizations. (6 marks)
- c) Highlight the indicators of a stressed employee at the workplace. (10 marks)
- d) Outline **FOUR** characteristics of personality. (4 marks)

QUESTIONS TWO (20 MARKS)

- a) Discuss **FIVE** factors that determine the span of control in an organization. (10 marks)
- b) Identify and explain **FIVE** of non-monetary incentives that can be used to motivate employees in an organization. (10 marks)

QUESTION THREE (20 MARKS)

- a) Highlight the circumstances under which autocratic leadership is best suitable. (6 marks)
- b) Give **FIVE** reasons why effective communication is important in an organization. (10 marks)
- c) Outline **FOUR** factors that may contribute to group conflicts. (4 marks)

QUESTION FOUR (20 MARKS)

- a) Outline **FIVE** advantages and **FIVE** disadvantages of line organization structure. (10 marks)
- b) Explain **FIVE** reasons why people resist change in an organization. (10 marks)