



MURANGA UNIVERSITY COLLEGE

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

MAIN CAMPUS

SUPPLEMENTARY/SPECIAL UNIVERSITY EXAMINATIONS

2015/2016 ACADEMIC YEAR

SECOND SEMESTER EXAMINATIONS

FOR

CERTIFICATE IN BUSINESS MANAGEMENT

COURSE CODE: CIB 0104

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) Describe the stages of group formation. (10 marks)
- b) Explain **FIVE** non-monetary incentives that can be used to motivate employees in an organization. (10 marks)
- c) Explain **FIVE** advantages of delegation of authority in an organization. (10 marks)

QUESTION TWO (20 MARKS)

- a) Identify **FIVE** causes of stress in employees in an organization. (10 marks)
- b) Outline the benefits of learning to individuals, organisations and the society. (10 marks)

QUESTION THREE (20 MARKS)

- a) Write short notes on the following leadership styles:
- i) Autocratic leadership (3 marks)
 - ii) Democratic leadership (3 marks)
 - iii) Bureaucratic leadership (3 marks)
- b) Personality is the study of the characteristics traits of an individual, the inter relations between them and the way in which a person responds and adjust to other people and situation.
- Outline **FIVE** characteristics of personality. (5 marks)
- c) Explain **THREE** reasons why effective communication is important to an organization. (6 marks)

QUESTION FOUR (20 marks)

- a) Explain **FIVE** principles of organization. (10 marks)
- b) Culture and structure of an organization develop over time and in response to a complex set of factors.
- Explain **FIVE** factors that influence the development of an organization culture. (10 marks)