



## **MURANGA UNIVERSITY COLLEGE**

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

**MAINCAMPUS**

**ORDINARY UNIVERSITY EXAMINATIONS**

**2014/2015 ACADEMIC YEAR**

**SECOND SEMESTER EXAMINATIONS**

**FOR**

**CERTIFICATE IN BUSINESS MANAGEMENT**

**COURSE CODE: CIB 0104**

**COURSE TITLE: ORGANISATIONAL THEORY**

**DATE: 21<sup>ST</sup> APRIL 2015**

**TIME: 2.00PM-4.00PM**

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### **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) Identify and 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 and explain **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)