



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

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) Explain the indicators of a stressed employee at the workplace. (10 marks)
- b) Discuss **FIVE** factors that determine the span of control in an organization. (10 marks)
- c) Give **FIVE** reasons why managers are reluctant to delegate authority and **FIVE** reasons why subordinates resist delegated authority. (10 marks)

QUESTION TWO (20 MARKS)

- a) Explain **FIVE** causes of conflicts between employees in an organization. (10 marks)
- b) Employees may resist change in organisations due to personal reasons. Explain **FIVE** such reasons. (10 marks)

QUESTION THREE (20 MARKS)

- a) Organizational politics are evident in most organization. Explain **FIVE** types' political activities/behaviors expressed by organizational politicians. (10 marks)
- b) Explain **FIVE** sources of power in an organization. (10 marks)

QUESTION FOUR (20 MARKS)

- a) Explain **FIVE** factors that play an important role in the development of a corporate culture. (10 marks)
- b) There are certain situations under which the participative style of leadership may be appropriate. Highlight **FIVE** such situations. (10 marks)