



MURANGA UNIVERSITY COLLEGE

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

MAINCAMPUS

ORDINARYUNIVERSITY 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 HR

MRUC observes ZERO tolerance to examination irregularities

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

QUESTION ONE (COMPULSORY) (30 MARKS)

- a) A group can be defined as a small collection of people who have shared goals or interests. Describe the **FIVE** stages in group development. **(10 marks)**
- b) Communication is all pervasive within organizations and management. Explain **FIVE** reasons why communication is important to the management and the organization in general. **(10 marks)**
- c) Describe **FIVE** incentives that can be used to motivate employees in an organization. **(10 marks)**

QUESTION TWO (20 MARKS)

- a) Distinguish between attitudes and values. **(4 marks)**
- b) Delegation is the dynamics of management, it is the process a manager follows in dividing the work assigned to him so that he performs that part which only he, because of his unique organizational placement, can perform effectively. Explain **FIVE** advantages of delegation to the organization. **(10 marks)**
- c) Identify **SIX** characteristics of personality. **(6 marks)**

QUESTION THREE (20 MARKS)

- a) Stress can be defined as a natural physical response to situations which make one feel threatened, or those events which cause a hormonal imbalance in the human body system. Identify **SIX** signs and symptoms of stress in individuals in an organization. **(6 marks)**
- b) Explain any **TWO** components of perception. **(4 marks)**
- c) Explain **FIVE** ways that managers can use to overcome resistance to change. **(10 marks)**

QUESTION FOUR (20 MARKS)

- a) Explain **FIVE** principles of organization. **(10 marks)**
- b) A popular and simple way of defining culture is 'how things are done around here'. Explain **THREE** characteristics of organisational culture. **(6 marks)**
- c) Explain **TWO** factors that determine the span of control. **(4 marks)**