



JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY
SCHOOL OF BUSINESS & ECONOMICS
COURSE OUTLINE FOR DEGREE OF MASTER OF BUSINESS ADMINISTRATION Y2S2
KISII CAMPUS-PART TIME

COURSE CODE: MBA 804

COURSE TITLE: ORGANIZATIONAL BEHAVIOUR

EXAM VENUE:

STREAM: (MBA)

DATE:

EXAM SESSION:

TIME: 2 HOURS

Instructions:

1. Answer ALL questions
2. Candidates are advised not to write on the question paper.
3. Candidates must hand in their answer booklets to the invigilator while in the examination room.

INSTRUCTIONS: Answer question **ONE** (compulsory) and any **THREE** other questions

QUESTION ONE

- a) Enumerate the common characteristics of an organization. (5 marks)
- b) Identify and briefly explain the major techniques that can be used to motivate the Kenyan worker for higher productivity. (5 marks)
- c) Organisation intervention is a measure for arresting ineffectiveness. Discuss using relevant examples. (5 marks)

QUESTION TWO

- a) State and explain the Henri Fayol principles of organization. (6 marks)
- b) Describe three areas where invention and innovation are relevant. (3 marks)
- c) Using appropriate examples identify the key dimensions of work that may be used as motivators in an organization you are familiar with. (6 marks)

QUESTION THREE

- a) Why are organizations regarded as social systems? (3 marks)
- b) Discuss ways basic problems of work design be tackled in organizations. (6 marks)
- c) Top managers of most organizations typically put a great deal of thought into designing an appropriate structure and these structures are hinged on certain variables, state and explain these variables. (6 marks)

QUESTION FOUR

- a) Briefly explain the following:
 - i. Organizational analysis
 - ii. Organizational diagnosis. (4 marks)
- b) Outline the factors that will help to optimize the activities of an organisation. (5 marks)
- c) What are the short-comings of the Classical and Neo-Classical Theories of organization, and how has the System View tried to overcome them? (6 marks)

QUESTION FIVE

- a) Identify and explain four reasons why organizations should grow. (4 marks)
- b) Discuss the effects of motivation on staff morale using appropriate examples.(5 marks)
- c) Wrong structure can be a serious challenge to an organisation. Discuss. .(6 marks)

QUESTION SIX

- a) Explain the term "Mutual Interest" in relation to an organization. (2 marks)
- b) What are the principles of motivation? (5 marks)
- c) Organizational development is a strategy for improving the efficiency of organizations through the application of diagnostic and problem solving skills. Discuss. (8 marks)