



**JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE
AND TECHNOLOGY
SCHOOL OF BUSINESS
UNIVERSITY EXAMINATION FOR DEGREE OF BACHELOR IN LOGISTICS
& SUPPLY CHAIN MANAGEMENT WITH I.T
3RD YEAR 2ND SEMESTER 2018/2019 ACADEMIC YEAR
NAIROBI CITY LEARNING CENTRE**

COURSE CODE: BBM 3212

COURSE TITLE: ORGANIZATIONAL THEORY AND PRACTICE

EXAM VENUE: 12TH FLR ROOM 1 STREAM: (BLSCM)

DATE: 3/12/2018 EXAM SESSION: 2:00 – 4:00PM

TIME: 2 HOURS

INSTRUCTIONS:

1. Answer question one (compulsory) and any other two 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.

SECTION A: ANSWER ALL QUESTIONS

Question 1

- a) With the aid of a diagram discuss on Maslow's hierarchy of human needs and its contribution to an individual.

(14 marks)

- b) The study of organizational behavior involves various aspects describe

(8 Marks)

- c) Discuss on the three levels of challenges facing the work place

(8 Marks)

SECTION B: ANSWER ANY TWO QUESTIONS

Question 2

- (a) Mintzberg embraced on division of labour, give four advantages and disadvantages of it

(10 marks)

- (b) Change is inevitable in any growing organizations explain five strategies that have been adopted by organization to aid on effective change

(10 marks)

Question 3

- a) The style of management adopted is a function of manager's attitudes towards human nature and behavior at work. Differentiate the theory X and theory Y employees

(10 marks)

- b) Discuss on the internal and external roles and skills in a new work place

(10 marks)

Question 4

- a) With clear examples discuss the stages of forming a group

(10 marks)

- b) Differentiate between a group and a team in an organization

(10 marks)

Question 5

- a) Management of stress and conflict is one of the key functions of management discuss

(7 marks)

- b) List six key elements when designing a structure

(5 Marks)

- c) Discuss the classical approach major contributors

(8 marks)