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KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2018/2019 ACADEMIC YEAR
DIPLOMA IN BUSINESS ADMINISTRATION

DHR 1106 – ORGANIZATION THEORY AND BEHAVIOUR

Date: 10th April, 2018
Time: 8.30am – 10.30pm

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- a) Define the following terms, Attitude, Belief, Values and Perception (8 Marks)
- b) Distinguish between formal and informal groups (6 Marks)
- c) Explain the various stages of group formation and development (12 Marks)
- d) What do you understand by the terms job satisfaction (4 Marks)

QUESTION TWO (20 MARKS)

- a) What are the four key management functions (12 Marks)
- b) What are the advantages and disadvantages of decentralisation? (8 Marks)

QUESTION THREE (20 MARKS)

- a) Describe goal, list and explain the types of goals; (10 Marks)
- b) List and explain the three types of authority and control. (10 Marks)

QUESTION FOUR (20 MARKS)

- a) Discuss Abraham Maslow's hierarchy of needs as the key to understanding what motivates people in workplace (10 Marks)
- b) List and explain the main causes of work related stress. (10 Marks)

QUESTION FIVE (20 MARKS)

Lyndall Urwick with the approach of scientific management, put forward ten principles of organization, list and explain the ten principles.