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**University Examinations 2015/2016**

SECOND YEAR FIRST SEMESTER EXAMINATION FOR DIPLOMA IN BUSINESS ADMINISTRATION

**BFD 2201: ORGANIZATIONAL THEORY & DEVELOPMENT**

**DATE: NOVEMBER 2015 TIME: 11/2 HOURS**

**INSTRUCTIONS:** *Answer question* ***one*** *and any other* ***two*** *questions*

**QUESTION ONE (30 MARKS)**

1. Briefly explain the following schools of thought:
2. Classical Approach. (5 Marks)
3. Contingency Approach. (5 Marks)
4. State five causes of intergroup conflict. (10 Marks)
5. What are the stages through which groups evolve? (5 Marks)
6. State the factors that motivate individuals to join a group. (5 Marks)

**QUESTION TWO (20 MARKS)**

1. Discuss the major sources of power. (10 Marks)
2. Describe the steps in decision making process. (10 Marks)

**QUESTION THREE (20 MARKS)**

1. Describe the characteristics of an effective leader. (10 Marks)
2. There are several styles that leaders use. Discuss two such leadership styles showing advantages and disadvantages of each. (10 Marks)

**QUESTION FOUR (20 MARKS)**

1. Explain the characteristics of organizational culture. (10 Marks)
2. Discuss ways in which organizations can maintain their culture. (10 Marks)

**QUESTION FIVE (20 MARKS)**

1. State any five types of organizational structures. (10 Marks)
2. Briefly discuss the concept of span of control. (10 Marks)