



MASENO UNIVERSITY
UNIVERSITY EXAMINATIONS 2017/2018

**THIRD YEAR FIRST SEMESTER EXAMINATION FOR
THE DEGREE OF BACHELOR OF BUSINESS
ADMINISTRATION WITH INFORMATION
TECHNOLOGY**

MAIN CAMPUS

ABA 331: ORGANIZATIONAL THEORY AND BEHAVIOUR

Date: 19th February, 2018

Time: 12.00 - 3.00pm

INSTRUCTIONS:

- Answer Question ONE and any other THREE



QUESTION ONE (compulsory)

- a) Organization theory is derived from several disciplines, describe these disciplines. (10 mks)
- b) Compare and contrast formal and informal groups. (10 mks)
- c) Explain advantages of a strong organizational culture. (5 mks)

QUESTION TWO

- a) Learning is an important aspect of an organization, explain why organizations need to learn. (10 mks)
- b) Describe ways that managers can use to legitimize power in organizations. (5 mks)

QUESTION THREE

- a) There are determinants of group cohesiveness, explain these determinants and the relevance to managers. (10 mks)
- b) The use of coercive power is one of the best alternatives where other powers have failed; describe challenges of its use. (5mks)

QUESTION FOUR

- a) Explain different approaches to leadership. (10 mks)
- b) Managers are also required to have leadership skills to be successful though leaders need not to be managers. Describe differences between management and leadership. (5 mks)

QUESTION FIVE

- a) Resistance to change is a common feature in organizations and managers are expected to manage change. Explain ways that managers can deal with resistance to change. (10 mks)
- b) Discuss challenges that managers may face for using expectancy theory in employee motivation. (5 mks)

QUESTION SIX

- a) Managers are able to win over office politics which are capable of interfering with work. Suggest ways of doing this. (10 mks)
- b) Describe ethical issues in use of power in organizations. (5 mks)