

BUST 312

KISII UNIVERSITY

KERICHO CAMPUS

BUST 312: ORGANIZATIONAL THEORY

**INSTRUCTIONS TO CANDIDATES:**

TIME: 2 HOURS

- a) *Do not write anything on this paper.*
- b) *Answer question ONE (COMPULSORY) and any other THREE questions*
- c) *All questions except question one carry equal marks, marks for each question are shown in [ ]*

**QUESTION ONE**

- a) Organizational Behaviour cannot be discussed in isolation because it depends on other multi disciplines. Justify the statement (10mks)
- b) Explain reason why organizations are divided in departments.(5 mks)
- a) Explain the three components involved in attitude formation. ( 5 Mks)
- b) Identify and briefly explain three important work attitudes. ( 5 Mks)

**QUESTION TWO**

- Discuss five factors why most leaders fail to achieve their set objectives (5 mks)
- Briefly describe the various sources of power for organization managers. (10 Mks)

**QUESTION THREE**

- a) Define leadership and briefly explain the following styles of leadership. (8 Mks)

- i. Autocratic
- ii. Democratic
- iii. Bureaucratic Leadership
- iv. Laissez faire.

Describe the stages involved in group formation process. (7 Mks)

**QUESTION FOUR**

- a) Define organizational learning and briefly explain the ways in which it can be achieved. (10 Mks)
- b) What do you understand by the terms power and politics? (5 Mks)

**QUESTION FIVE**

- a) Scholars of management have not been able to reach consensus on the exact process of motivation but they have done so on the factors that can motivate employees. Highlight five such factors. ( 5 Marks)
- b) Using of a clearly labelled diagram, illustrate and briefly explain maslows hierarchy of needs theory. (10 Mks)

**QUESTION SIX**

All organizations, individuals and groups experience conflict at some time during day-to-day business activities. Identify and discuss the sources of conflict in organization. (15 marks)

