



GARISSA UNIVERSITY

**UNIVERSITY EXAMINATION 2017/2018 ACADEMIC YEAR ONE
THIRD SEMESTER EXAMINATION**

SCHOOL OF EDUCATION, ARTS AND SOCIAL SCIENCES

FOR THE DIPLOMA OF PUBLIC ADMINISTRATION

COURSE CODE: DPA 02

COURSE TITLE: PRINCIPLES OF ORGANIZATIONS

EXAMINATION DURATION: 2 HOURS

DATE: 07/08/18

TIME: 9.00-11.00 AM

INSTRUCTION TO CANDIDATES

- **The examination has FIVE (5) questions**
- **Question ONE (1) is COMPULSORY**
- **Choose any other TWO (2) questions from the remaining FOUR (4) questions**
- **Use sketch diagrams to illustrate your answer whenever necessary**
- **Do not carry mobile phones or any other written materials in examination room**
- **Do not write on this paper**

This paper consists of TWO (2) printed pages

please turn over



QUESTION ONE (COMPULSORY)

- a) Define the following terms
- i. Organizational hierarchy
 - ii. Principles
 - iii. Formal organization
 - iv. Informal organization **[8 Marks]**
- b) Describe eight principles of organization contributed by L. URWICK in the field of public administration **[16 Marks]**
- c) Outline the advantages and disadvantages of formal organization **[6 Marks]**

QUESTION TWO

- a) Briefly describe the disadvantages of informal organization **[10 Marks]**
- b) State and explain the functions of informal **[10 Marks]**

QUESTION THREE

Describe principles of organization contributed by Henry Fayol in the field of public administration and management **[20 Marks]**

QUESTION FOUR

- a) Outline the positive and the negative impact of organizational hierarchy in an organization **[10 Marks]**
- b) State and explain the key characteristics of informal organization **[10 Marks]**

QUESTION FIVE

- a) Define the term organization behavior **[3 Marks]**
- b) Describe the importance of studying organization behavior **[17 Marks]**

