



GARISSA UNIVERSITY

UNIVERSITY EXAMINATION **2017/2018** ACADEMIC YEAR **THREE**
FIRST SEMESTER EXAMINATION

SCHOOL OF BUSINESS AND ECONOMICS

FOR THE DEGREE OF BACHELOR OF BUSINESS MANAGEMENT

COURSE CODE: BBM 360

COURSE TITLE: ORGANIZATIONAL THEORY AND BEHAVIOUR

EXAMINATION DURATION: 3 HOURS

DATE: 13/12/17

TIME: 2.00-5.00 PM

INSTRUCTION TO CANDIDATES

- The examination has SIX (6) questions
- Question ONE (1) is COMPULSORY
- Choose any other THREE (3) questions from the remaining FIVE (5) 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) Describe the five elements of the organizational system [10 marks]
- (b) Highlight the reasons why a practicing human resource manager should study organizational behavior [10 marks]
- (c) State the factors that determine individual behavior and personality [5 marks]

QUESTION TWO

- (a) Describe and illustrate Abraham Maslow's hierarchy of needs theory [10 marks]
- (b) Assume you are a HR manager of an Organization how will you motivate employee [5 marks]

QUESTION THREE

- (a) Explain five external factors that could lead an organization to change [5 marks]
- (b) Describe any five factors which give rise to resistance to change [5 marks]
- (c) Explain five ways on how to overcome resistance to change in organizations [5 marks]

QUESTION FOUR

- (a) Explain five causes of at workplace [5 marks]
- (b) State and briefly explain symptoms of stress [4 marks]
- (c) Highlight the effects of stress to employees at workplace [6 marks]

QUESTION FIVE

- (a) Describe any five sources of intergroup conflict in organizations [10 marks]
- (b) State five positive effect of intergroup conflict [5 marks]

QUESTION SIX

- (a) Identify and explain at least five types of power possessed by individual/ leaders [10 marks]
- (b) State five ways of minimizing organizational politics [5 marks]

