



GARISSA UNIVERSITY

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

SUPPLEMENTARY/SPECIAL 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: 23/03/18

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

QUESTION THREE

- (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]**

QUESTION FOUR

- (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 FIVE

- (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 SIX

- (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]**

