



MAASAI MARA UNIVERSITY
REGULAR UNIVERSITY EXAMINATIONS
2021/2022 ACADEMIC YEAR
THIRD YEAR FIRST SEMESTER

SCHOOL OF BUSINESS AND ECONOMICS
BACHELOR OF COMMERCE

COURSE CODE: BCM 3163

**COURSE TITLE: ORGANIZATIONAL THEORY
AND BEHAVIOUR**

DATE: 8TH APRIL, 2022

TIME: 0830-1030

INSTRUCTIONS TO CANDIDATES

- Answer question ONE (compulsory) and any other TWO questions.
- Question one carries 20 marks
- All other questions carry 15 marks

QUESTION ONE (25 Marks)

- a. Define the term Organizational Behaviour (2 Marks)
- b. Outline the elements of the scope of Organizational Behaviour (8 Marks)
- c. Discuss four ways in which the study of Organizational Behaviour is beneficial to managers (8 Marks)
- d. Explain the critical Organizational challenges that managers face (7 Marks)

QUESTION TWO (15 Marks)

- a) Explain five factors that may contribute to work group cohesiveness. (7 Marks)
- b) Outline five advantages of successful conflict resolution in an organization (8 Marks)

QUESTION THREE (15 Marks)

- a) Explain five external forces that may influence employees' perception (7 Marks)
- b) Outline five components of an organization culture? (8 Marks)

QUESTION FOUR (15 Marks)

- a) Describe the stages that are involved in group development (8 Marks)
- b) Explain five types of power that a manager in an organization may possess (7 Marks)

QUESTION FIVE (15 Marks)

- a) Explain five ways in which management may reinforce organizational culture (8 Marks)
- b) Critically examine the Interpersonal Processes in consumer behavior? (7 Marks)

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