



MAASAI MARA UNIVERSITY

**REGULAR UNIVERSITY EXAMINATIONS
2023/2024 ACADEMIC YEAR
THIRD YEAR FIRST SEMESTER**

**SCHOOL OF BUSINESS AND ECONOMICS
BACHELOR OF COMMERCE**

**COURSE CODE: BCM 3163-1
COURSE TITLE: ORGANIZATION THEORY AND
BEHAVIOUR**

DATE: 14/12/2023

TIME: 1430-1630 HRS

INSTRUCTIONS TO CANDIDATES

- 1. Answer Question ONE and any other TWO questions**
- 2. Do NOT write on this Question paper**

QUESTION ONE (20 Marks)

- a) Outline the scope of organizational behavior **(5 marks)**
- b) “Workplace values and attitudes typically undergo significant change from one generation of workers to the next.” Discuss this statement giving relevant examples **(5marks)**
- c) Key issues facing top management of an organization in strategic change implementation is designing appropriate organizational structures. Discuss how organizational structures facilitate organizational development(OD). **(10marks)**

QUESTION TWO (15 Marks)

- a) Organizational behavior is a systemic and careful application of knowledge about how people as individuals and group act within organisations. Discuss. **(10 MARKS)**
- b) Explain five reasons that may make individual employees to resist change in an organization. **(5 marks)**

QUESTION THREE (15 Marks)

- a) Organizational culture is an informal set of values and norms that control the way people and groups in organizations interact with each other and with people outside the organization. Explore the determinants of culture and its role in organizational behavior. **(10 mrks)**
- b) Discuss the importance of studying organizational behavior for managers. **(5marks)**

QUESTION FOUR (15 Marks)

- a) The decision – making is undertaken by formal groups such as committees tend to follow a fairly rational path. Hence problems are addressed, solutions sought and consequences assessed in a systematic way. Name and explain the steps involved in the decision-making process. **(10 marks)**
- b) Highlight any five factors that influence behavior of individual members of an organization **(5 marks)**

/END/