



MAASAI MARA UNIVERSITY

REGULAR UNIVERSITY EXAMINATIONS 2017/2018 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: 11TH APRIL 2018

TIME: 2.30PM-4.30PM

INSTRUCTIONS TO CANDIDATES

- *Answer question ONE (compulsory) and any other THREE*
- *Question one carries 25 marks*
- *All other questions carry 15 marks*

This paper consists of 2 printed pages. Please turn over

QUESTION ONE

- a) Explain, Citing examples the five basis of Organization Behavior. **(10marks)**
- b) "Organization behavior is a systematic and careful application of knowledge about how people as individual and group acts within Organization". Discuss. **(15marks)**

QUESTION TWO

- a) Define "Personality "and Explain its Influence in peoples relationships at work . **(5marks)**
- b) Using the big Five Model, Explain the personality determinants. **(10marks)**

QUESTION THREE

- a) Differentiate between "Organization change and "Organization Development " Citing examples . **(10marks)**
- b) Explain Victor Vroom's expectancy theory of motivation. **(5marks)**

QUESTION FOUR

Explain the role of organization culture in influencing organization identity **(15marks)**

QUESTION FIVE

- a) Explain the social information processing model and the importance of Diversity within organizations. **(10marks)**
- b) Compare and contrast norms and roles in group formation and functioning. **(5marks)**

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