



MAASAI MARA UNIVERSITY

**REGULAR UNIVERSITY EXAMINATIONS
2022/2023 ACADEMIC YEAR
THIRD YEAR FIRST SEMESTER**

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

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

DATE: 14TH DECEMBER 2022

TIME: 0830-1030

INSTRUCTIONS TO CANDIDATES

Answer Question **ONE** and any other **TWO** Questions

INSTRUCTIONS:

- Answer question **ONE** and any other **TWO** questions
 - Use relevant examples
 - Time Duration 2 hour
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QUESTION ONE (25 Marks)

- a) Explain five negative effects of organization politics on employees
(5 Marks)
- b) Discuss the five source of power in an organization
(10 Marks)
- c) Outline some of the factors that may cause stress to an employee
(5 Marks)

QUESTION TWO (15 Marks)

Explain the five reasons why conflict may arise between staff and line manager in an organization.

QUESTION THREE (15 Marks)

Discuss five advantages of successful conflict resolution in an organization

QUESTION FOUR (15 Marks)

Explain five reasons that may make individual employees to resist change in an organization.

QUESTION FIVE (15 Marks)

- a) Outline the scope of organizational behaviour (8 marks)
- b) Why is it important for managers to study organizational behaviour?
(7 marks)

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