



MAASAI MARA UNIVERSITY
REGULAR UNIVERSITY EXAMINATIONS
2016/2017 ACADEMIC YEAR
THIRD YEAR FIRST SEMESTER
SCHOOL OF BUSINESS AND ECONOMICS
BACHELOR OF SCIENCE IN HUMAN RESOURCE
MANAGEMENT

COURSE CODE: BBM 360

COURSE TITLE: ORGANIZATION THEORY AND BEHAVIOUR

DATE: 29TH AUGUST 2017

TIME 11:00-13:00HRS

INSTRUCTIONS TO CANDIDATS

Answer Question ONE and any other THREE questions

This paper consists of two printed pages please turn over

QUESTION ONE

- a) Explain the **five** basis of Organizational Behavior (10 marks)
- b) "Organizational Behavior is a systematic and careful application of Knowledge about how people as individual and groups act within Organizations" Discuss (15 marks)

QUESTION TWO

- a) Define "Personality" and explain its influence in people's relationship at work (5 marks)
- b) Using the big five model, explain the personality determinants. (10 marks)

QUESTION THREE

- a) Differentiate between "Organizational Change" and "Organizational Development". (10 marks)
- b) Explain Victor Vroom's Expectancy theory of motivation (5 marks)

QUESTION FOUR

Explain the role of organizational culture in influencing organization identity.

(15 marks)

QUESTION FIVE

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

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