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MAASAI MARA UNIVERSITY

**REGULAR UNIVERSITY EXAMINATIONS**

**2016/2017 ACADEMIC YEAR**

**THIRD YEAR SECOND SEMESTER**

**SCHOOL OF BUSINESS AND ECONOMICS**

**BACHELOR OF BUSINESS MANAGEMENT**

**COURSE CODE: BBM 360**

**COURSE TITLE: ORGANIZATIONAL THEORY**

**AND BEHAVIOUR**

**DATE: 26TH APRIL 2017 TIME: 8.30AM-10.30AM**

**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 1**

1. Explain the meaning of the term organizational behavior **(5marks)**
2. State and explain any three disciplines that contribute to the study of organizational behavior **(6marks)**
3. How can we measure the performance of an organization? **(10marks)**
4. Briefly explain how you can motivate staff as a manager of an organization

**(4marks)**

**QUESTION 2**

1. State any four barriers to effective communication in an organization

**(6marks)**

1. Discuss the causes of conflicts in organizations **(9marks)**

**QUESTION 3**

1. Discuss the importance of organizational structures in an organization

**(5marks)**

1. Briefly explain the following:-
2. Perceptions **(2marks)**
3. Attitude **(2marks)**
4. Values **(2marks)**
5. Personality **(2marks)**
6. Group dynamics **(2marks)**

**QUESTION 4**

1. Explain how an organization can ensure that training aimed at staff development is successful **(10marks)**
2. Define the term human resource planning and its importance to management **(5marks)**

**QUESTION 5**

1. Explain the term performance management **(5marks)**
2. What’s meant by the term job dissatisfaction? How can it be addressed by management **(10 marks)**