

MAASAI MARA UNIVERSITY

**REGULAR UNIVERSITY EXAMINATIONS 2015/2016 ACADEMIC YEAR**

**THIRD YEAR SECOND SEMESTER**

**SCHOOL OF BUSINESS AND ECONOMICS**

**BACHELOR OF BUSINESS MANAGEMENT**

**COURSE CODE: BBM 360**

**COURSE TITLE: ORGANIZATION THEORY AND                                   BEHAVIOUR**

**DATE: 6TH MAY, 2016 TIME: 11.00A M – 1.00PM**

**INSTRUCTIONS TO CANDIDATES**

Question ONE is compulsory

Answer any other THREE questions

*This paper consists of 2 printed pages. Please turn over.*

1. (a) Explain the **five** Bases 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)**

1. a) Define “Personality” and explain its influence in people’s relationships at work. **(5 marks)**

(b) Using the big five model, explain the personality determinants.  **(10 marks)**

1. (a) Differentiate between “Organizational Change” and “Organizational Development”.  **(10 marks)**

(b) Explain Victor Vroom’s Expectancy theory of motivation.  **(5 marks)**

1. Explain the role of Organization culture in influencing organization identity

**(15 marks)**

1. (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)**

**……END….**