



## **GARISSA UNIVERSITY COLLEGE**

*(A Constituent College of Moi University)*

**UNIVERSITY EXAMINATION 2016/2017 ACADEMIC YEAR THREE  
SECOND SEMESTER EXAMINATION**

**SUPPLEMENTARY/SPECIAL EXAMINATION**

**SCHOOL OF BUSINESS AND ECONOMICS**

**FOR THE DEGREE OF BACHELOR OF BUSINESS MANAGEMENT**

**COURSE CODE: BBM 360**

**COURSE TITLE: ORGANIZATION THEORIES AND BEHAVIOUR**

**EXAMINATION DURATION: 3 HOURS**

**DATE: 29/09/17**

**TIME: 2.00-5.00 PM**

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### **INSTRUCTION TO CANDIDATES**

- **The examination has SIX (6) questions**
- **Question ONE (1) is COMPULSORY**
- **Choose any other THREE (3) questions from the remaining FIVE (5) questions**
- **Use sketch diagrams to illustrate your answer whenever necessary**
- **Do not carry mobile phones or any other written materials in examination room**
- **Do not write on this paper**

**This paper consists of TWO (2) printed pages**

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### QUESTION ONE (COMPULSORY)

- (a) Explain organization behavior and its scope [4 marks]
- (b) Describe the difference between intrinsic motivation and extrinsic motivation [4 marks]
- (c) Outline various ways of motivating employees in the organization [5 marks]
- (d) Explain different types of organizations structures [6 marks]
- (e) What are the shortcomings of bureaucracy approach [6 marks]

### QUESTION TWO

- (a) i) Define the term power [2 marks]
- ii) Give detail account of the sources of power [7 marks]
- (b) Write shorts notes on the following with relevance to organization behavior
  - i. Personality [2 marks]
  - ii. Group Dynamics [2 marks]
  - iii. Sensitivity Training [2 marks]

### QUESTION THREE

- (a) Describe contingency approach theory [3 marks]
- (b) Explain the importance of employee's perception towards self and others [8 marks]
- (c) Discuss main differences between classical approach and contingency approach in managing people in the organization. [4 marks]

### QUESTION FOUR

- (a) Explain the main causes of industrial disputes and methods of avoiding them. [10 marks]
- (b) What is meaning of change Highlight main agents of change in organization [5 marks]

### QUESTION FIVE

- (a) Discuss in detailed different leadership styles [8 marks]
- (b) "Embracing information technology in organizations has impacted positively to organizational productivity" justify this statement [7 marks]

### QUESTION SIX

- (a) Explain the main characteristics of introverts and extroverts personality traits Found in organizations [8 marks]
- (b) With relevant examples, explain structural influence to behavior amongst employees  
Structural influence is basically how organizations activities influences individual [7 marks]

