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**GARISSA UNIVERSITY**

**UNIVERSITY EXAMINATION 2020/2021 ACADEMIC YEAR THREE**

**SECOND SEMESTER EXAMINATION**

**SCHOOL OF BUSINESS AND ECONOMICS**

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

**COURSE CODE: BBM 360**

**COURSE TITLE: ORGANIZATIONAL THEORY AND BEHAVIOR**

**EXAMINATION DURATION: 2 HOURS**

**DATE: 04/04/2021 TIME: 3.00-5.00 PM**

**INSTRUCTION TO CANDIDATES**

* **The examination has FIVE (5) questions**
* **Question ONE (1) is COMPULSORY**
* **Choose any other TWO (2) questions from the remaining FOUR (4) 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 *please turn over***

**QUESTION ONE (COMPULSORY)**

1. A manager at group Q companies found out that there are three categories of employees in his department, self-motivated, the ones that need motivation and those with difficult behavior. As a human resource specialist at group Q companies, explain the importance of understanding organizational behavior in your work place. (10 marks)
2. Jane, a newly recruited Human Resource officer at Delmonte limited, realized that employees of the company like working and staying in groups most of the time. She is wondering why this is so unique in the company. Discuss reasons why people join groups in an organization. (10marks)
3. Jane and Mary are colleagues in the Finance department. However, the two never seem to get along. Every week the Human Resource officer receives reports of how the two “tear” at each other whenever they are working on a common task. Explain the possible causes of conflict between these employees. (10 marks)

**QUESTION TWO**

1. Explain any five types of power possessed by individual/leaders. (10 marks)
2. Discus five ways of minimizing organizational politics. (10 marks**)**

**QUESTION THREE**

1. Briefly explain symptoms of stress to people at workplace. (4 marks)
2. Highlight the effects of stress to employees at workplace. (6 marks)
3. Explain ways on how to overcome resistance to change in organizations (10 marks)

**QUESTION FOUR**

1. Explain three external factors that could lead change in an organization. (3 marks)
2. Describe factors which give rise to resistance to change. (7 marks)
3. Explain causes of stress at workplace. (10 marks)

**QUESTION FIVE**

1. Describe and illustrate Abraham Maslow’s hierarchy of needs theory. (10 marks)

(b) Employees at XYZ Company are considering forming groups to represent their departmental needs. Explain the process which employees at the company will follow to form a group (10 marks)