



MASINDE MULIRO UNIVERSITY OF SCIENCE AND TECHNOLOGY

SCHOOL OF BUSINESS AND ECONOMICS

(MAIN CAMPUS)

UNIVERSITY EXAMINATIONS (SPECIAL)

2021/2022 ACADEMIC YEAR

SECOND YEAR, TRIMESTER

FOR THE DEGREE

OF

BACHELOR OF COMMERCE

COURSE CODE: BCB 210

COURSE TITLE: ORGANIZATIONAL BEHAVIOUR

DATE: FRIDAY, 29TH JULY 2022

TIME: 2:00 – 4:00PM

INSTRUCTIONS TO CANDIDATES

Answer **QUESTION ONE** and **any other Two**

TIME: 2 Hours

QUESTION ONE (Compulsory)

(a) (i) Differentiate between intrinsic and extrinsic motivation **(6mks)**

(ii) Explain the concept of cognitive dissonance theory in explaining organizational behaviour **(6mks)**

(b) ABC Company has a workforce that is very dissatisfied and with very low morale.

Expound on how Maslow's hierarchy of needs theory of motivation can be positively applied in this company **(8mks)**

(c) According to Fiedler's contingency model, leaders can have their power base arising from various sources of power. Discuss any FIVE such sources **(10mks)**

QUESTION TWO

(a) Leadership is a crucial management skill which entails the ability to influence people towards a common goal. Examine FOUR styles of leadership styles based on path goal leadership theory **(10mks)**

(b) (i) Various methods are used to classify the types of groups that exist in our organizations. Substantiate **(5mks)**

(ii) Explain the characteristics exhibited at the storming stage of group formation **(5mks)**

QUESTION THREE

(a) Examine the underlying features which evidences that members of a group or team are working well together, as a united group or team with harmonious and supportive relationship **(10mks)**

(b) Organizational behaviour draws concepts and principles from behavioural sciences. Examine the contribution of both anthropology and sociology to the understanding of organizational behaviour **(10mks)**

QUESTION FOUR

(a) Discuss how the equity theory of motivation works in relation to employees, and state its implications to managers **(10mks)**

(b) Available research indicates that politics exist in organizations. Explain the different political games played by individuals within an organization **(10mks)**