

BBM 360/CMM 223



OFFICE OF THE DEPUTY VICE CHANCELLOR
ACADEMICS, STUDENT AFFAIRS AND RESEARCH

UNIVERSITY EXAMINATIONS

2024/2025 ACADEMIC YEAR

THIRD/SECOND YEAR FIRST SEMESTER REGULAR
EXAMINATION

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

COURSE CODE: BBM 360/ CMM 223

**COURSE TITLE: ORGANIZATIONAL THEORY AND
BEHAVIOR**

DATE: 13TH JANUARY 2025

TIME: 2:00PM-5:00PM

INSTRUCTION TO CANDIDATES

- SEE INSIDE

THIS PAPER CONSISTS OF THREE PRINTED PAGES PLEASE TURN OVE

BBM 360/CMM 223: ORGANIZATIONAL THEORY AND BEHAVIOR

STREAM: BBM/ CPR

DURATION: 3 Hours

INSTRUCTION TO CANDIDATES

Answer question One and any other Two

Do not write on the question paper

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QUESTION ONE (30MKS)

Question One

- a. Discuss 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 (10marks)
- c. Explain the role of organizational culture influencing organizational identity (10 marks)

Question Two

- a. Define personality and explain its influence in peoples relationship at work (10 marks)
- b. Using the big five model, explain personality determinants (10 marks)

Question Three

- a) Differentiate between organizational change and organizational development (10 marks)
- b) Explain Victor Vroom theory of motivation (10 marks)

Question Four

- a. Explain social information processing model and the importance of diversity within the organization (10 marks)
- b. Compare and contrast norms and roles in group information functioning (10 marks)

Question Five

- a. Justify why an organization should adopt a stable technological systems in its operations (10 marks)
- b. What is a group? Explain the importance of group values and norms and give practical examples from within your own organizations (10 marks)