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KIBABII UNIVERSITY



UNIVERSITY EXAMINATIONS 2022/2023 ACADEMIC YEAR FIRST YEAR SECOND SEMESTER

MAIN EXAMINATION

FOR THE DIPLOMA OF BUSINESS MANAGEMENT
COURSE CODE: DBA 100

COURSE TITLE: ORGANISATION THEORY

DATE: 13TH DEC 2022 TIME: 9:00-11:00 AM

INSTRUCTION TO CANDIDATES

- 1) The paper contains FIVE questions
- 2) Attempt THREE questions
- 3) Question ONE is Compulsory

TIME: 2 Hours

KIBU observes ZERO tolerance to examination cheating

QUESTION ONE

- a) Discuss the similarities and differences between Maslow's hierarchy of needs theory and the E.R.G theory and how they impact on human behaviour (10 marks)
- b) Describe the types of perceptual errors that an individual might make through their behaviour (8 marks)
- c) Explain perception as a determinant of human behaviour (2 marks)
- d) Distinguish between the behaviourism and cognitive learning (10 marks)

QUESTION TWO

- a) Discuss the satisfaction – progression and frustration – regression principles of the E.R.G theory. Give examples of each principle (4 marks)
- b) Describe the key elements of identifying organization structure (6 marks)
- c) Illustrate the dimensions for the design of a basic organizational structure (10 marks)

QUESTION THREE

- a) Describe how Lewin's three step model helps organizations deal with resistance to change (6 marks)
- b) Discuss the different ways of expressing the need for power as described in McClelland's achievement motivation theory (6 marks)
- c) Which factors precipitate individuals and organizations to resist change (8mks)

QUESTION FOUR

- a) Describe the various conflict episodes as manifest in human behaviour in organizations (10 marks)
- b) Give the characteristics of organization culture (6 marks)
- c) Differentiate between the following; (4 marks)
- i. Culture
 - ii. Sub-culture

QUESTION FIVE

- a) Give a brief description of the following; (6 marks)
- i. Dysfunctional conflict
 - ii. Functional conflict
 - iii. Conflict management

b) Explain how projection, stereotyping and the halo effect can lead to perception errors (8 marks)

c) Illustrate what is meant by satisfiers and dissatisfiers in Herzberg's motivation theory (6 marks)