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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)