



# MACHAKOS UNIVERSITY

University Examinations for 2020/2021 Academic Year

SCHOOL OF BUSINESS AND ECONOMICS

DEPARTMENT OF BUSINESS ADMINISTRATION

SECOND YEAR SPECIAL/ SUPPLEMENTARY EXAMINATION FOR

BACHELOR OF COMMERCE

BBA 200: ORGANIZATIONAL BEHAVIOUR

DATE: 23/3/2021

TIME: 8.30-10.30 AM

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## INSTRUCTIONS:

Answer Question **ONE** and any other **TWO** Questions.

### QUESTION ONE (30 MARKS)

- Outline any FOUR reasons why people see things differently, or from a different perspective. (4 marks)
- Explain briefly the key elements to consider when designing organization structure (6 marks)
- Outline the core self-evaluation determinants of behaviour in an Organization's employees. (4 marks)
- Describe how an ethical organization culture is created. (6 marks)
- Explain THREE factors that can affect a group in an organizational setting. (6 marks)
- Distinguish between Sensitive vs Intuitive personality traits. (4 marks)

### QUESTION TWO (20 MARKS)

- Contrast five contributions of psychology and sociology to organizational behavior. (10 marks)
- Using relevant examples, distinguish between formal and informal groups in an organization. (10 marks)

### QUESTION THREE (20 MARKS)

- Describe three dimensions of job satisfaction. (6 marks)
- Explain the functions of groups in an organization. (6 marks)
- Differentiate programmed decisions from non-programmed decisions. (8 marks)

**QUESTION FOUR (20 MARKS)**

- a) With the aid of sketches, explain the following patterns of group interaction and communication:
- i) The wheel (5 marks)
  - ii) The circle (5 marks)
- b) Bases of power are categorized into Formal and Personal power. Explain with relevant examples, one form of power from each category. (10 marks)

**QUESTION FIVE (20 MARKS)**

- a) Group cohesion is the degree to which a group sticks together. Explain clearly, the five factors that affect the cohesion of a group in an organization. (10 marks)
- b) Explain FIVE strategies that you would employ in handling conflict in a group. (10 marks)