



# MACHAKOS UNIVERSITY

University Examinations for 2019/2020 Academic Year

SCHOOL OF BUSINESS AND ECONOMICS

DEPARTMENT OF BUSINESS ADMINISTRATION

SECOND YEAR SECOND SEMESTER EXAMINATION FOR

DIPLOMA IN EDUCATION (ARTS)

BBA 0106 ORGANIZATION BEHAVIOUR

DATE: 22/10/2020

TIME: 2:00 – 4:00 PM

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## INSTRUCTIONS:

Answer Question one and any other two Questions.

### QUESTION ONE (30 MARKS)

- a) Explain the importance of studying organization behaviour. (2 marks)
- b) Distinguish Coercive Power from Referent Power. (6 marks)
- c) Explain TWO personality types according to the Myers-Briggs Type Indicator. (4 marks)
- d) All conflict has potential to be damaging and there is need to apply some constructive effort to limit it so that destructive impact is minimized. Outline FIVE strategies for handling conflict in organization groups. (5 marks)
- e) Clearly outline the difference between programmed and non-programmed decisions.(4 marks)
- f) Outline FIVE key elements to consider when designing organization structure. (5 marks)
- g) Explain briefly extrinsic motivation and intrinsic motivation. (4 marks)

### QUESTION TWO (20 MARKS)

- a) You have just been promoted to the position of Manager in your organization. Discuss how you will you go about making a management decision using the rational decision-making process. (10 marks)
- b) Describe TWO sources of a value system. (4 marks)
- c) Explain any THREE sources and consequences of job satisfaction. (6 marks)

**QUESTION THREE (20 MARKS)**

- a) Illustrate how a coalition is likely to develop. (4 marks)
- b) Explain how dependency is seen as a key to power. (6 marks)
- c) Discuss the main techniques that can be used in organizations to enhance motivation among the employees. (10 marks)

**QUESTION FOUR (20 MARKS)**

- a) Discuss why motivation is important and the benefits it can provide to an organization. (10 marks)
- b) Improvement in communication should be an ongoing goal for managers especially due to the vital role it plays in organization. It can be improved by either the sender or the receiver of the message. Explain clearly how a sender can improve the communication process. (10 marks)

**QUESTION FIVE (20 MARKS)**

- a) The method or style of leadership a manager chooses to use greatly influence his effectiveness as a leader. Describe the THREE main leadership styles. (10 marks)
- b) Individuals are employed by an organization but in the work situation individuals invariably work together in groups. Highlight clearly the factors that determine the behaviour of groups and how successful the groups are. (10 marks)