



MACHAKOS UNIVERSITY

University Examinations for 2018/2019 Academic Year
SCHOOL OF BUSINESS AND ECONOMICS

DEPARTMENT OF BUSINESS ADMINISTRATION

SECOND YEAR SPECIAL/SUPPLEMENTARY EXAMINATION FOR

BACHELOR OF ECONOMICS

BBA 200: ORGANIZATION BEHAVIOUR

DATE: 26/7/2019

TIME: 2:00 – 4:00 PM

INSTRUCTIONS: Answer Question ONE and any other TWO Questions.

1. (a) Outline the importance of studying Organization Behaviour especially in today's business world. (10 marks)
- (b) Explain the different ways through which organizations can ensure motivation of their employees. (10 marks)
- (c) Explain the importance of involving all stakeholders in decision making in any organization. (10 marks)
2. (a) Describe the stages and importance of group formation. (10 marks)
- (b) Explain the indicators of conflicts between employees and employers in any organization. (10 marks)
3. (a) Explain the different techniques that an organization could apply to ensure its employees do not resist new changes. (10 marks)
- (b) Outline the elements that exist outside the boundary of an organization and have the potential to affect all or part of the organization's performance. (10 marks)
4. (a) Explain the various ways of managing stress among the employees. (10 marks)
- (b) Explain with examples the difference between illegal and legal power. (10 marks)
5. (a) Success of any organization is highly dependent on leadership. Explain the characteristics that any leader of an organization should exhibit. (10 marks)
- (b) Effective communication is very essential in any organization. Discuss the factors that may however hinder effective communication (10 marks)



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DEPARTMENT OF BUSINESS ADMINISTRATION

FIRST YEAR SPECIAL/SUPPLEMENTARY EXAMINATION FOR

DIPLOMA IN BUSINESS ADMINISTRATION

BBA 044: ORGANIZATION BEHAVIOR

DATE: 24/7/2019

TIME: 2:00 – 4:00 PM

INSTRUCTIONS: Answer Question ONE and any other TWO Questions.

1. (a) Explain the meaning of Organization Behaviour . (5 marks)
(b) Explain the importance of studying Organization Behaviour (5 marks)
(c) In every organization conflicts may arise. Outline some of the causes of conflicts among employees. (10 marks)
(d) Explain the qualities that every leader in an organization should possess to ensure success of the organization. (10 marks)
2. (a) Explain in detail the stages of group formation. (10 marks)
(b) Explain in detail the factors that motivate workers as far as work is concerned. (10 marks)
3. (a) Changes in an organization are sometimes important. Discuss the reasons why employees may resist change. (10 marks)
(b) Explain the different types of organization structures. (10 marks)
4. (a) Explain the importance of maintaining clear lines of communication in any organization. (10 marks)
(b) Organizations do not exist in isolation; they are part of the wider society. Explain the type of environment under which an organization operates in. (10 marks)
5. (a) Outline the causes of stress among employees. (10 marks)
(b) Explain the need for involving all stakeholders in decision making. (10 marks)



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DEPARTMENT OF BUSINESS ADMINISTRATION

FIRST YEAR SPECIAL/SUPPLEMENTARY EXAMINATION FOR

DIPLOMA IN BUSINESS ADMINISTRATION

BBA 030: PRINCIPLES AND PRACTICES OF MANAGEMENT

DATE: 24/7/2019

TIME: 2:00 – 4:00 PM

INSTRUCTIONS

ANSWER QUESTION ONE AND ANY OTHER TWO QUESTIONS

1. (a) Explain the importance of management. (10 marks)
(b) Planning is a process that entails formulation and implementation of policies. Explain the different types of plans that an organization can undertake. (10 marks)
(c) Explain the principles of management as advocated by Fredrick Taylor. (10 marks)
2. (a) Outline the importance of including employees in decision making in an organization. (10 marks)
(b) Explain the functions of management carried out at the middle level of management. (10 marks)
3. (a) Explain the benefits of regular assessment of employee performance to an organization. (10 marks)
(b) Outline the different sources through which an organization can procure staff. (10 marks)
4. (a) Explain the principles of management as advocated by Henri Fayol (10 marks)
(b) Managers of an organization are expected to possess certain skills in order to effectively carry out their functions. Explain five such skills. (10 marks)
5. (a) Communication is a very important technique / tool in management. Explain. (10 marks)
(b) Organizations are expected to be socially responsible to the society. Explain the different ways through which organizations can

demonstrate corporate social responsibility.

(10 marks)