



MACHAKOS UNIVERSITY

University Examinations for 2017/2018 Academic Year

SCHOOL OF BUSINESS AND ECONOMICS

DEPARTMENT OF BUSINESS, ENTREPRENEURSHIP & MANAGEMENT SCIENCE

**SECOND YEAR FIRST SEMESTER EXAMINATION FOR DIPLOMA IN BUSINESS
MANAGEMENT**

BBA 0200: ORGANIZATIONAL BEHAVIOUR

DATE: 6/12/2017

TIME: 11.00-1.00 PM

INSTRUCTIONS:

Answer Question One and Any Other Two Questions

QUESTION ONE COMPULSORY (30 MARKS)

- a) Distinguish between organization and behavior. (4 marks)
- b) Describe the stages of group formation in an organization (5 marks)
- c) Outline Five importance of studying organizational behavior. (5 marks)
- d) Outline THREE major personality attributes that influence behavior. (6 marks)
- e) Organization behavior is multidisciplinary citing relevant examples explain this statement (10 marks)

QUESTION TWO (20 MARKS)

- a) According to Myers -Briggs Type Indicator personality has been classified into Four.
Discuss the various types of personality traits. (10 marks)
- b) Power involves the relationship between two or more people. Briefly discuss the two
bases of power existing in an organization. (10 marks)

QUESTION THREE (20 MARKS)

- a) Explain five strategies which managers use in handling conflict in an organization. (10 marks)
- b) A variety of factors determine the behavior of groups and how successful they are .do you agree to this statement. (10 marks)

QUESTION FOUR (20 MARKS)

- a) Anthropologist Robert Linton suggested five kinds of social systems giving rise to roles discuss (10 marks)
- b) Highlight three types of leadership practiced in organizations stating two advantages of each type. (10 marks)

QUESTION FIVE (20 MARKS)

- a) Explain the various types of motivation used in organizations. (10 marks)
- b) Discuss four functions of attitudes in relation to individual behavior. (10 marks)