



MACHAKOS UNIVERSITY COLLEGE

(A Constituent College of Kenyatta University)
University Examinations for 2015/2016 Academic Year

SCHOOL OF BUSINESS AND ECONOMICS

DEPARTMENT OF BUSINESS ENTREPRENEURSHIP AND MANAGEMENT SCIENCES

FIRST SEMESTER EXAMINATION FOR DIPLOMA IN BUSINESS MANAGEMENT

BBA 044: ORGANIZATION BEHAVIOUR

Date: 12/8/2016

Time: 8:30 – 10:30 AM

INSTRUCTIONS

Answer Question ONE and any other TWO questions

QUESTION ONE

- a) Organizational behavior is a scientific discipline. Outline five benefits that would accrue to an organization as a result of applying experiment method in gathering information. (5 marks)
- b) Identify five ways in which the external environmental may influence the functioning of an organization. (10 marks)
- c) Explain five types of power that managers might use an organization. (5 marks)
- d) Identify five ways in which a manager may use Maslow's hierarchy of needs theory can be used to motivate employees at work. (5 marks)
- e) Identify five characteristics of democratic power in an organization. (5 marks)

QUESTION TWO

- a) Describe the limitations of using observation as a way of conducting research about organizational behaviour. (10 marks)
- b) Explain five challenges John an employee at Watamu Company LTD might face when he fails to a SACCO in his organization. (10 marks)

QUESTION THREE

- a) Highlight five measures that should be taken to cope up with unpredictable environment. (5 marks)
- b) Organizational behaviour is multidisciplinary. Explain ways in which political science has contributed to the study of this body of knowledge. (10 marks)
- c) The leadership grid as advocated by Blake and Mouton provides options for determining the style of leadership that can be used in an organization. Explain these options. (5 marks)

QUESTION FOUR

- a) Identify five personality characteristics that are important to a manager in the recruitment process. (10 marks)
- b) Describe five characteristics of effective groups. (5 marks)
- c) Outline three ways through which an employee may adapt to the requirements of autocratic leadership style. (5 marks)

QUESTION FIVE

- a) Identify five leadership styles that a manager may employ in influencing employee behaviour in an organization. (10 marks)
- b) Explain five limitations of applying Maslow's hierarchy of needs theory in motivating employees needs. (10 marks)