



MACHAKOS UNIVERSITY

University Examinations for 2022/2023 Academic Year

SCHOOL OF BUSINESS, ECONOMICS AND HOSPITALITY AND TOURISM

MANAGEMENT

DEPARTMENT OF BUSINESS ADMINISTRATION AND FINANCE

SECOND YEAR SEMESTER EXAMINATION FOR

BACHELOR OF COMMERCE

BBA200 ORGANIZATIONAL BEHAVIOUR

DATE:

TIME:

INSTRUCTIONS

- i. *The paper has five questions*
- ii. *Question 1 is compulsory 30 marks.*
- iii. *Answer any TWO questions each 20 marks*

QUESTION ONE (COMPULSORY) (30 MARKS)

- a) Outline the importance of studying organizational behavior. (2 marks)
- b) Identify the factors that determine personality. (6 marks)
- c) Describe THREE dimensions of job satisfaction. (6 marks)
- d) All conflict has the potential to be damaging and there is a need to apply some constructive effort to limit it so that destructive impact is minimized. Explain FIVE strategies for handling conflict in organizations' groups. (10 marks)
- e) Distinguish Coercive Power from Referent Power. (6 marks)

QUESTION TWO (20 MARKS)

- a) New groups are constantly being formed in all walks of life to deal with new developments or innovations or arising from a reorganization of existing work patterns. From this context, evaluate the stages of group development in an organization. (10 marks)

- b) Drawing examples from Kenyan politics, discuss coalitions based on when and how they are likely to occur in an organization. (10 marks)

QUESTION THREE (20 MARKS)

- a) Discuss the major personality attributes influencing Organizational Behaviour. (10 marks)
- b) Appraise the implications of a situation where leaders are inflexible in adjusting their leadership style. (10 marks)

QUESTION FOUR (20 MARKS)

- a) Discuss any FIVE sources of Job Satisfaction and their consequences. (10 marks)
- b) Organization culture refers to a system of shared meaning held by members that distinguish the organization from other organizations. Examine the TEN characteristics that define organizational culture. (10 marks)

QUESTION FIVE (20 MARKS)

- a) You have been hired to work for Apex Ltd as the Assistant Manager and have been requested to come up with a structure for the company. Using a well labelled diagrammatical representation, design the matrix structure. (10 marks)
- b) Communication barriers can arise from the sender, the channel and the receiver, or from the surroundings. Evaluate the circumstances under which the barriers may arise. (10 marks)