



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 COMMERCE

BBA 200: ORGANIZATIONAL BEHAVIOUR

DATE: 27/9/2019

TIME: 2.00-4.00 PM

INSTRUCTIONS: Answer Question ONE and any other TWO Questions.

QUESTION ONE (COMPULSORY) (30 MARKS)

- a) Describe i) Organization
ii) Organizational behavior (4 marks)
- b) Differentiate between Work Place Values and Ethics (4 marks)
- c) Explain the importance of studying organizational behavior. (4 marks)
- d) Outline the current trends in organizations. (6 marks)
- e) Human learning is a complex process involving numerous internal and external factors.
Describe any FOUR internal factors that affect learning. (4 marks)
- f) With the aid of a sketch, explain The Wheel pattern of group interaction and communication. (4 marks)
- g) Distinguish between Sensitive vs. Intuitive personality traits. (4 marks)

QUESTION TWO (20 MARKS)

- a) Distinguish between programmed and none programmed decisions. (8 marks)
- b) Most management training programs try to improve a manager's ability to make non programmed decisions – usually by trying to teach them to make decisions reasonably.
Describe the SIX basic steps in the process of decision making. (12 marks)

QUESTION THREE (20 MARKS)

- a) There are several major personality attributes that influence organizational behavior. Explain the following:
 - i) Machiavellianism (2 marks)
 - ii) Narcissism (2 marks)
- b) Explain the guidelines you would consider when creating an Ethical Organization Culture (10 marks)
- c) Outline three dimensions of job satisfaction (6 marks)

QUESTION FOUR (20 MARKS)

- a) Outline the functions of groups in an organization. (6 marks)
- b) You are the newly appointed Managing Director of JKL Co. After your induction, you realize that the company lacks a formal structure to enable work flow. Explain the key elements you would consider when designing an organizational structure. (14 marks)

QUESTION FIVE (20 MARKS)

- a) Contrast the contributions of psychology and sociology to organizational behavior. (10 marks)
- b) Using relevant examples, distinguish between formal and informal groups in an organization. (10 marks)