



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 DEGREE IN BACHELOR OF COMMERCE
(MARKETING OPTION)**

BBA 200: ORGANIZATION BEHAVIOUR

Date: 2/8/2016

Time: 2:00 – 4:00 PM

INSTRUCTIONS

Answer Question One and any Other Two Questions

1.
 - a) Outline the importance of studying organizational behaviour (5 marks)
 - b) Explain five factors that may cause Job dissatisfaction among employees in an organization. (5 marks)
 - c) Describe five stages of group formation/development (5 marks)
 - d) Explain five factors that influence personality (5 marks)
 - e) Outline at least ten ways through which organizations can improve communication and enhance its performance (10 marks)
2.
 - a) Explain clearly the difference between legitimate political power and illegitimate political power in organizations. (8 marks)
 - b) Describe the basic steps followed in the decision making process. (12 marks)

3. Explain the concept of organization structure highlighting why it is necessary for effective performance and how it may hinder performance. (20 marks)
4. a) Participation is an excellent method for identifying differences and resolving conflicts. What techniques can a manager use to resolve these conflicts? (10 marks)
- b) Explain at least two styles of leadership outlining with examples, the difference between them. (10 marks)
5. a) Explain five ways that hereditary factors can influence a person's personality. (10 marks)
- b) Describe Maslow's hierarchy of needs theory as it applies to work motivation. (10 marks)