



MACHAKOS UNIVERSITY

University Examinations for 2016/2017 Academic Year

SCHOOL OF BUSINESS AND ECONOMICS

DEPARTMENT OF BUSINESS ENTREPRENEURSHIP AND MANAGEMENT
SCIENCES

SECOND YEAR FIRST SEMESTER EXAMINATION FOR DIPLOMA IN
BUSINESS MANAGEMENT

BBA 044: ORGANIZATION BEHAVIOUR

DATE: 2/6/2017

TIME: 8:30 – 10:30 AM

INSTRUCTIONS

The paper consists Five questions.

Answer Question one and any two questions in the answer booklets provided.

Cheating of any kind is highly prohibited and attracts a penalty.

QUESTION ONE (COMPULSORY) (30 MARKS)

- a) Organizational behavior is a scientific discipline. Outline five benefits that would accrue to an organization as a result of applying observation method in gathering information. (5 marks)
- b) Identify five ways in which the internal environmental may influence the functioning of an organization. (10 marks)
- c) Explain five leadership styles that can be employed in an organization to influence employee behaviour. (5 marks)
- d) Identify five types of physiological needs as proposed by Abraham Maslow. (5 marks)
- e) Identify five characteristics of autocratic power in an organization. (5 marks)

QUESTION TWO (20 MARKS)

- a) Describe the limitations of using experimentation as a way of conducting research about organizational behaviour. (10 marks)
- b) Explain five reasons why employees initiate groups in a work environment. (10 marks)

QUESTION THREE (20 MARKS)

- a) Highlight five measures that should be taken to cope up with unpredictable environment. (10 marks)
- b) Organizational behaviour is multidisciplinary. Explain ways in which sociology has contributed to the study of this body of knowledge. (10 marks)

QUESTION FOUR (20 MARKS)

- a) Describe five challenges that might be faced by an organization as a result of having unchecked informal groups. (10 marks)
- b) Explain five limitations of applying Maslow's hierarchy of needs theory in motivating employees needs (10 marks)

QUESTION FIVE (20 MARKS)

- a) Identify five leadership styles that a manager may employ in influencing employee behaviour in an organization (10 marks)
- b) Explain the process of forming teams (10 marks)



MACHAKOS UNIVERSITY

University Examinations for 2016/2017 Academic Year

SCHOOL OF BUSINESS AND ECONOMICS

DEPARTMENT OF BUSINESS ENTREPRENEURSHIP AND MANAGEMENT
SCIENCES

SECOND YEAR SECOND SEMESTER EXAMINATION FOR DIPLOMA IN
BUSINESS MANAGEMENT

BMS 034: FUNDAMENTALS OF RESEARCH METHODS

DATE: 30/5/2017

TIME: 8:30 – 10:30 AM

INSTRUCTIONS

The paper consists Five questions.

Answer Question one and any two questions in the answer booklets provided.

Cheating of any kind is highly prohibited and attracts a penalty.

QUESTION ONE (COMPULSORY) (30 MARKS)

- a) Identify the role of a research report (2 marks)
- b) Define the meaning of the following terms as used in research
 - i. Editing (2marks)
 - ii. Coding (2 marks)
- c) Highlight three characteristics of a sound measurement tool (6 marks)
- d) Differentiate between limitations and delimitation in a research study (4 marks)
- e) Identify two factors that have stimulated interest in scientific approach to decision making (2 marks)
- f) Outline the criteria that would render a research report an effective tool for communication (4 marks)
- g) Give the meaning of research (3 marks)
- h) Explain Five purposes of research (5 marks)

QUESTION TWO (20 MARKS)

- a) Define research design (2 marks)
- b) Outline two purposes of a research design (4 marks)
- c) Explain the various classifications of designs in a research study. (14 marks)

QUESTION THREE (20 MARKS)

- a) Define the meaning of a research proposal (3 marks)
- b) Describe five ways in which a research proposal could be of any importance to the following of individuals
 - i) Researcher (5 marks)
 - ii) Readers (5 marks)
 - iii) Sponsors (5 marks)
- c) Identify two types of research proposals (2 marks)

QUESTION FOUR (20 MARKS)

- a) Define the term measurement as used in research (4 marks)
- b) Describe three types of scales used in measurement (6 marks)
- c) Outline four sources of measurement differences (6 marks)
- d) State two forms of data tabulation (4 marks)

QUESTION FIVE (20 MARKS)

- a) Five features that distinguish between a good research and a poor research (10 marks)
- b) Outline five limitations of questionnaire as an instrument for Collecting data in a research study (10 marks)