

# KIBABII UNIVERSITY



## UNIVERSITY EXAMINATIONS 2020/2021 ACADEMIC YEAR THIRD YEAR FIRST SEMESTER

### SPECIAL/SUPPLEMENTARY EXAMINATION

#### FOR THE DEGREE OF BACHELOR OF COMMERCE

**COURSE CODE: BCO 311**

**COURSE TITLE: ORGANISATION BEHAVIOUR**

**DATE: 28/09/2021**

**TIME: 2.00 – 4.00PM**

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#### INSTRUCTION TO CANDIDATES

- 1) The paper contains FIVE questions
- 2) Attempt THREE questions
- 3) Question ONE is Compulsory

**TIME: 2 Hours**

**KIBU observes ZERO tolerance to examination cheating**



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**Knowledge for Development**  
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**QUESTION ONE:**

- a) Give 5 key elements that influence organizational behavior. **(5marks)**
- b) Outline 5 functions of culture. **(5marks)**
- c) Outline 5 differences between a group and a team. **(5marks)**
- d) Cite 7 values commonly shared by organisations. **(7 marks)**
- e) Briefly explain the importance of Motivation in an organization. **(8marks).**
- f) With examples, differentiate between Personality and a Trait. **(4 marks)**
- g) Briefly mention the sources of bias in perception. **(6 marks)**

**QUESTION TWO**

- a) Distinguish with elaborate examples, Needs-Based theories and Management theories of Motivation. **(14marks)**
- b) Elaborately explain the difference between Work Motivation and Performance. **(4marks)**
- c) What is job re-engineering as a motivational technique? **(2 marks)**

**QUESTION THREE**

- a) Define Stress and give examples of sources of stress. **(6marks)**
- b) What is the relationship between organizational design and structure? **(4 marks)**
- c) Briefly cite organizational structure used and reasons for its application in;
  - (i) a fast-food restaurant,
  - (ii) a company like General Motors,
  - (iii) a biotechnology company?**(10 marks)**





#### QUESTION FOUR

- a) Briefly outline the market opportunities for service-driven companies? **(4marks)**
- b) Elaborately explain the forces for and impediments to change in an organization. **(16 marks)**

#### QUESTION FIVE

- a) Wandwa seeks to communicate a business proposal to a Chinese group of contractors for consideration of a business collaboration venture. Explain the factors that He needs to consider as he prepares his proposal and eventually communicates the same. **(10 marks).**
- b) Give an elaborate distinction (with illustrations) between the dimension of **Time-Orientation** and **Indulgence** as per Hofstede's dimensions of culture. **(6marks)**
- c) Define Culture Shock. Think of the last time you personally experienced a culture shock. What happened and which *one* of the six Hofstede et al. (2010) dimensions explains best the reason for the shock? **(4 marks)**

