

180

# KIBABII UNIVERSITY



## UNIVERSITY EXAMINATIONS

**2021/2022 ACADEMIC YEAR  
THIRD YEAR FIRST SEMESTER  
MAIN EXAMINATION**

**FOR THE DEGREE OF BACHELOR OF COMMERCE  
COURSE CODE: BCO 311  
COURSE TITLE: ORGANIZATION BEHAVIOR**

**DATE: 16/05/2022**

**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

### QUESTION ONE

a) Define organizational behaviour and discuss the key elements of organizational behaviour

(10marks)

b) The co-operative relationships help the organization in achieving its objectives. Organizational behaviour provides means to understand and achieve co-operative group relationships through interaction, rotation of members among groups, avoidance of win-lose situation and focusing on total group objectives.

Analyze any FIVE of these objectives

(10 marks)

c) Define group and elaborate on the need for a group

(10 marks)

### QUESTION TWO

a) There are many reasons for conflicts among groups and its members. Discuss some of the reasons why conflicts can exist in the organization

(10 marks)

b) Who is a leader and what are the features of a leader

(10 marks)

### QUESTION THREE

a) The very nature of political behavior makes it difficult to manage or even approach in a rational and systematic manner. However a manager who understands why people use political behavior and the techniques people usually employ has the best chance to manage political behavior successfully.

People use political behavior in organizations in response to some factors. Discuss these factors

(10 marks)

b) Analyze the most commonly used techniques of political behavior

(10 marks)

### QUESTION FOUR

a) The organization must develop a system through which it can adapt or cope with the environmental requirements; Schein has suggested that an organization can do this through the adaptive coping cycle, which consists of various activities that enable an organization to cope with the dynamics of environment. Adaptive-Coping cycle is a continuous process. There are stages in the adaptive-coping cycle. Discuss this stages

(10 marks)

b) Critically examine any FIVE commonly used organizational structures (10 marks)

### **QUESTION FIVE**

a) It's important to recognize the common causes of stress at work so that you can take steps to reduce stress levels where possible. Workplace stress can be caused by a number of factors  
Discuss any FIVE (10 marks)

b) A number of disciplines contribute to the understanding of OB. Each discipline applies its own methodology to the prediction problem, and each provides managers with insight into such important areas as individual differences, cultural influences, motivation and organizational design. Discuss some of these Disciplines (10 marks)