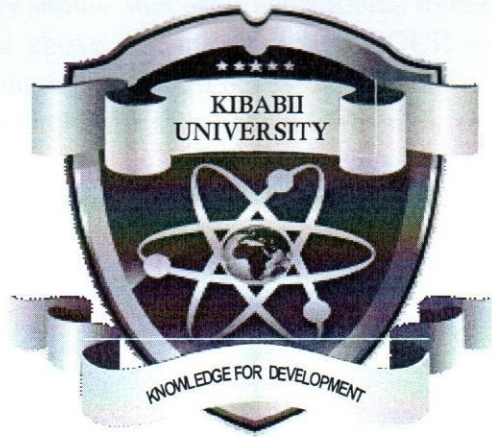


**KIBABII UNIVERSITY**



**UNIVERSITY EXAMINATIONS**

**SPECIAL/SUPPLEMENTARY EXAM**

**2021/2022 ACADEMIC YEAR**

**THIRD YEAR FIRST SEMESTER**

**FOR THE DEGREE OF BACHELOR OF COMMERCE**

**COURSE CODE: BCO 311**

**COURSE TITLE: ORGANIZATION BEHAVIOR**

**DATE: 28/07/2022**

**TIME: 2.00 – 4.00PM**

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**INSTRUCTIONS TO CANDIDATES**

**ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO  
QUESTIONS**

### **QUESTION ONE**

- a) Organizational politics should support organizational interest's not individual interests. With reference to the above statement, discuss FOUR ways in which an organization could manage its employee's political behavior (8 Marks)
- b) Discuss FOUR personality traits that influence an employee's attitude towards work in an organization (8 Marks)
- c) Outline in details the causes of stress in the work place in relation to organization behavior (6 Marks)
- d) Argue EIGHT cases in favor of centralization in an organization (8 Marks)

### **QUESTION TWO**

- a) Highlight in details, FOUR factors that management should consider when determining the span of control in an organization (4 Marks)
- b) Propose FOUR conflict management strategies that could escalate a conflict instead of solving it in an organization (8 Marks)
- c) Describe FOUR components of an organizational design in relation to organization behavior (8 Marks)

### **QUESTION THREE**

- a) Examine FOUR benefits that might accrue to an organization from employee commitment (4 Marks)
- b) Summarize FOUR factors that could lead to an effective workgroup in an organization (8 Marks)
- c) Explain FOUR ways in which an organizational culture could be a liability to an organization (8 Marks)

### **QUESTION FOUR**

- a) Explain the benefits of change management to an organization like Kibabii University (8 Marks)
- b) Explain FOUR factors that could contribute to lack of employee work life balance (8 Marks)
- c) Explain FOUR reasons for resistance to change within an organization (4 Marks)

### **QUESTION FIVE**

- a) Summarize FOUR differences between a formal organization and an informal organization (8 Marks)
- b) Describe the positive impacts of information technology on organizational behavior (8 Marks)
- c) Highlight FOUR types of group norms which a group could use to influence the behavior of its members (4 Marks)