

TS

KIBABII UNIVERSITY



UNIVERSITY EXAMINATIONS

MAIN EXAMINATION

2021/2022 ACADEMIC YEAR

THIRD YEAR FIRST SEMESTER

FOR THE DEGREE OF BACHELOR OF COMMERCE

COURSE CODE: BCO 311

COURSE TITLE: ORGANIZATION BEHAVIOR

DATE: 31/01/2022

TIME: 9.00AM – 11.00AM

INSTRUCTIONS TO CANDIDATES

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

QUESTION ONE

- a) With reference to business organization, distinguish between “internal social environment” and “external social environment” (2 Marks)
- b) Discuss THREE factors which influence human behavior in an organization (6 Marks)
- c) Examine SIX tactics of exercising power which might make a manager more effective in influencing employees in the workplace (6 Marks)
- d) Summarize FOUR ways in which an organization is able to maintain corporate culture (8 Marks)
- e) Good control means that management can be reasonably confident that no major unpleasant surprises will occur. With reference to the above statement, examine FOUR behavioral methods of good management control (8 Marks)

QUESTION TWO

- a) Summarize FOUR strategies for managing conflicts within an organization (8 Marks)
- b) Propose SIX ways in which a manager could increase employee commitment to an organization (6 Marks)
- c) Analyze THREE ways in which an organization could use job design to manage employee stress (6 Marks)

QUESTION THREE

- a) Outline FOUR economic factors that might influence an individual’s behavior in an organization (4 Marks)
- b) Describe FOUR behavioral characteristics of successful leaders with regard to bestowed authority (8 Marks)
- c) Analyze FOUR factors that might contribute to the adoption of flexible working hours in an organization (8 Marks)

QUESTION FOUR

- a) Discuss THREE forms of organization change (6 Marks)
- b) Outline the factors an organization should consider when setting its goals (6 Marks)
- c) Explain FOUR factors that might limit the use of authority by a superior over a subordinate in an organization (8 Marks)

QUESTION FIVE

- a) Analyze THREE benefits that an organization could derive from effectively managing work diversity (6 Marks)
- b) Propose FOUR positive effects of decentralization of authority in an organization (8 Marks)
- c) Explain the uses of organizational charts to an organization (7 Marks)