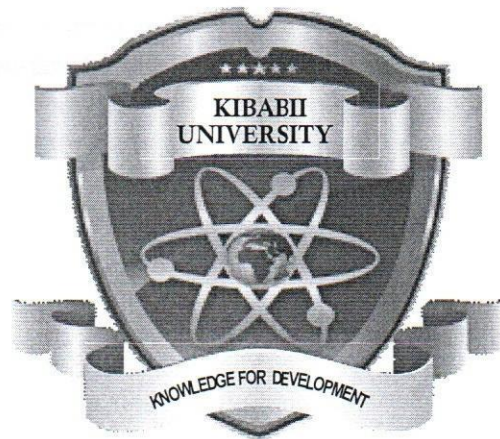


**KIBABII UNIVERSITY**



**UNIVERSITY EXAMINATIONS**

**MAIN EXAMS**

**2020/2021 ACADEMIC YEAR**

**THIRD YEAR FIRST SEMESTER**

**FOR THE DEGREE OF BACHELOR OF COMMERCE**

**COURSE CODE: BCO 311**

**COURSE TITLE: ORGANISATIONAL BEHAVIOUR**

**DATE: 05/08/2021**

**TIME: 9.00AM-11.00AM**

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**INSTRUCTIONS TO CANDIDATES**

- 1) Answer Question **ONE**(Compulsory) and **ANY OTHER TWO** Questions
  - 2) Candidates must hand in their answer booklets to the invigilator while in the examination room
  - 3) Credit is given for legibility, clarity and use of relevant examples
  - 4) Question **ONE** is **30 marks** while Questions **2-5** carry **20 marks** each
  - 5) Clearly write your **Registration Number** on each answer sheet used
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**TIME: 2 Hours**

**KIBU observes ZERO tolerance to examination cheating**

**QUESTION 1 (30 MARKS)**

In today's workplaces, it is a common practice for managers to assess their employee's personality types. Assume you are a manager who wants to improve performance of your team members.

- A. Why do you think it is important for you to understand your employees personality types **(5 Marks)**
- B. With relevant examples show how you will increase positive emotions to employees whose job performance has been deteriorating over time due to negative emotions. **(10 Marks)**
- C. Describe five (5) possible sources of stress **(5 Marks)**
- D. Discuss five (5) common biases and errors in decision making **(10 Marks)**

**QUESTION TWO (20 MARKS)**

- A. Discuss the Myers- Briggs Type Indicator (MBTI) and its application in understanding organizational behavior **(10 Marks)**
- B. Explain the Five (5) stages of group development **(10 Marks)**

**QUESTION THREE (20 MARKS)**

- A. Explain how employees learn culture in an organization **(15 Marks)**
- B. How can a manager create and sustain a culture in an organization **(5 Marks)**

**QUESTION FOUR (20 MARKS)**

- A. Our perception of people differs from our perception of innate objects. Giving practical examples, discuss the attribution theory **(15 Marks)**
- B. Explain the concept of emotional labour in organizational behavior **(5 Marks)**

**QUESTION FIVE (20 MARKS)**

- A. With relevant examples describe the following;
  - I. Self-perception theory **(2 Marks)**
  - II. Affective events theory **(2 Marks)**
  - III. Theory of cognitive dissonance **(2 Marks)**
  - IV. Attribution theory **(2 Marks)**
- B. Explain Hofstede's six dimensions of culture **(12 Marks)**