

KIBABII UNIVERSITY



UNIVERSITY EXAMINATIONS

**2022/2023 ACADEMIC YEAR
THIRD YEAR FIRST SEMESTER
MAIN EXAMINATION**

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

DATE: 15 DEC 2022

TIME: 2:00-4:00 PM

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) Traditional boss. Sooner or later you're going to have to decide who you want to work for. In making this decision, you will want to join a progressive workplace that reflects values consistent with your own. Recognition that our transition to the new century includes Trends in the new workplace. Discuss some of these current trends in new work place (10 marks)

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) Examine Any Five fundamental concepts revolving around the nature of people and organizations (10 marks)

QUESTION TWO

a) Organizations differ in the quality of organizational behaviour that they develop. These differences are substantially caused by different models of organizational behaviour that dominant management's thought in each organization. The model that a manager holds usually begins with certain assumptions about people and thereby leads to certain interpretations of organizational events. Discuss the FOUR models of organizational behaviour (12 marks)

b) Analyze any FOUR types of groups in an organization (8marks)

QUESTION THREE

a) Effectiveness concentrates more on human side of organizational values and activities whereas efficiency concentrates on the technological side of an organization. However the concept of effectiveness is not simple because there are many approaches in conceptualizing this term (12 marks)

Discuss THREE approaches of Organization effectiveness

b) An individual's motives, previous learning and personality will influence perception. Managers must take such consideration into account in predicting the way their actions and order will be perceived by others. Analyze factors that influence perception (8 marks)

QUESTION FOUR

a) Organizations encounter different forces for change. These forces come from external and internal sources of the organization. Discuss both Internal And External forces for change (20 marks)

QUESTION FIVE

(10 marks)

a) Discuss any FIVE types of leadership styles

b) Stress is a factor that everybody has to contend with on a daily basis both in the work and non-work spheres of life. Since the body has only a limited capacity to respond to stress, it is important for individuals to optimally manage their stress level to operate as fully functioning human beings. There are several ways in which stress can be handled so that the dysfunctional consequences of stress can be reduced. Discuss some of these ways

(10 marks)