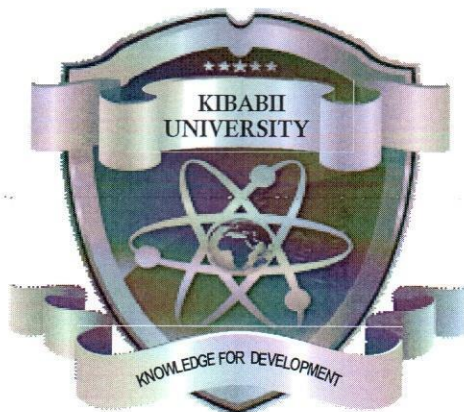




KIBABII UNIVERSITY



UNIVERSITY EXAMINATIONS 2021/2022 ACADEMIC YEAR THIRD YEAR FIRST SEMESTER

SPECIAL/SUPPLEMENTARY EXAMINATION

FOR THE DEGREE OF BACHELOR OF COMMERCE

COURSE CODE: BCO 311

COURSE TITLE: ORGANISATION BEHAVIOUR

DATE: 14/11/2022

TIME: 2.00 – 4.00PM

INSTRUCTION TO CANDIDATES

- 1) The paper contains **FIVE** questions
- 2) Attempt **THREE** questions
- 3) Question **ONE** is Compulsory

KIBU observes **ZERO** tolerance to examination cheating

QUESTION ONE

- a) Explain Hofstede's six dimensions of culture (10 Marks)
- b) Describe group development process (10 Marks)
- c) Explain the principles of change management (10 Marks)

QUESTION TWO

- a) Groups usually exhibit different behavior patterns and forms. In view of this explain how self-interest behavior affects formal and informal groups in terms of task achievement at the expense of the group. (10 Marks)
- b) Explain five obstacles to change management (10 marks)

QUESTION THREE

- a) The organizations in which people work have an effect on their thoughts, feelings, and actions. These thoughts, feelings, and actions, in turn, affect the organization itself. Organizational behavior studies the mechanisms governing these interactions, seeking to identify and foster behaviors conducive to the survival and effectiveness of the organization. Discuss the objectives of studying organizational behavior (10 Marks)
- b) Discuss five disadvantages of group dynamics (10 marks)

QUESTION FOUR

- a) Describe FIVE characteristics/features of modern organizations (10 Marks)
- b) Explain five advantages of informal organizations (10 marks)

QUESTION FIVE

- a) Discuss the Tactics that can help to overcome resistance to change (10 marks)
- b) Discuss five advantages of organizational culture (10 marks)