



MACHAKOS UNIVERSITY

University Examinations for 2020/2021 Academic Year

SCHOOL OF BUSINESS AND ECONOMICS

DEPARTMENT OF BUSINESS ADMINISTRATION

SECOND YEAR SPECIAL/ SUPPLEMENTARY EXAMINATION FOR

BACHELOR OF COMMERCE

BBA 200: ORGANIZATIONAL BEHAVIOUR

DATE: 23/3/2021

TIME: 8.30-10.30 AM

INSTRUCTIONS:

Answer Question ONE and any other TWO Questions.

QUESTION ONE (30 MARKS)

- a) Outline any FOUR reasons why people see things differently, or from a different perspective. (4 marks)
- b) Explain briefly the key elements to consider when designing organization structure (6 marks)
- c) Outline the core self-evaluation determinants of behaviour in an Organization's employees. (4 marks)
- d) Describe how an ethical organization culture is created. (6 marks)
- e) Explain THREE factors that can affect a group in an organizational setting. (6 marks)
- f) Distinguish between Sensitive vs Intuitive personality traits. (4 marks)

QUESTION TWO (20 MARKS)

- a) Contrast five contributions of psychology and sociology to organizational behavior. (10 marks)
- b) Using relevant examples, distinguish between formal and informal groups in an organization. (10 marks)

QUESTION THREE (20 MARKS)

- a) Describe three dimensions of job satisfaction. (6 marks)
- b) Explain the functions of groups in an organization. (6 marks)

- c) Differentiate programmed decisions from non-programmed decisions. (8 marks)

QUESTION FOUR (20 MARKS)

- a) With the aid of sketches, explain the following patterns of group interaction and communication:
- i) The wheel (5 marks)
 - ii) The circle (5 marks)
- b) Bases of power are categorized into Formal and Personal power. Explain with relevant examples, one form of power from each category. (10 marks)

QUESTION FIVE (20 MARKS)

- a) Group cohesion is the degree to which a group sticks together. Explain clearly, the five factors that affect the cohesion of a group in an organization. (10 marks)
- b) Explain FIVE strategies that you would employ in handling conflict in a group. (10 marks)