



MACHAKOS UNIVERSITY

University Examinations for 2021/2022 Academic Year

SCHOOL OF BUSINESS AND ECONOMICS

DEPARTMENT OF BUSINESS ADMINISTRATION

SECOND YEAR FIRST SEMESTER EXAMINATION FOR

BACHELOR OF COMMERCE

BBA 200: ORGANIZATION BEHAVIOUR

DATE: 7/12/2021

TIME: 11.00-1.00 PM

INSTRUCTIONS: Answer Question ONE and any other TWO Questions.

QUESTION ONE (COMPULSORY) (30 MARKS)

- Explain in **five** points how Elton Mayo (1939) in his Hawthorne studies illustrated how changes in the work environment impact the productivity of work. (10 marks)
- Learning is one of the personality attributes that influence individual behaviour of employees in an organization. Explain **five** internal factors likely to affect the learning process. (10 marks)
- Organizational culture provides both explicit and implicit sign post to preferred behaviour in the organization. Explain in **five** points the characteristics of organizational culture. (10 marks)

QUESTION TWO (20 MARKS)

- Explain in **five** points the contribution of grapevine communication in an organization (8 marks)
- The efficiency in which an organization operates its business is vital of its growth and survival. Describe using a well labelled diagram the process involved in measuring the performance of an organization. (12 marks)

QUESTION THREE (20 MARKS)

- a) Explain in **five** points reasons why group thinking may limit the achievement of the objectives of a formal group. (10 marks)
- b) Explain **five** reasons for the resistance of change among the employees of an organization. (10 marks)

QUESTION FOUR (20 MARKS)

- a) Explain in **five** points how delegation of work may lead to reduction of conflicts in an organization. (10 marks)
- b) Explain **five** personality traits and how they influence individual behavior of employees in an organization. (10 marks)

QUESTION FIVE (20 MARKS)

- a) Explain in **five** points ways management may be involved in tackling stress of the employees in their organization. (10 marks)
- b) Explain in **five** points the factors that influence political behavior. (10 marks)