



# MACHAKOS UNIVERSITY

University Examinations for 2020/2021 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: 12/8/2021

TIME: 11.00-1.00 PM

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## INSTRUCTIONS:

Answer question one and any other two questions.

### QUESTION ONE (30 MARKS) (COMPULSORY)

In organizations that have specific information through database and information systems, it is necessary to develop systems that will assist in decision making. These systems provide data and output information on the basis of which employees make business decisions that certainly contribute to improve organizational performance.

It is interesting to highlight that all activities and process which is related to customer in achieving his satisfaction are in the focus and there should be direction and guidelines for all employees. Also, it is shown that the strengthening, especially in these areas is used to lead to the significant progress in terms of business process reengineering, manufacturing strategy, performance measurement and benchmarking as very important aspects of market-oriented organization. However, in today's complex business conditions, organizations must make stride from level of data and information to level of knowledge as a way of ensuring prestigious position in the market.

- a) Explain in detail the **five** essential steps to be followed when making decisions in an organization. (10 marks)
- b) Explain **five** circumstances under which employees of an organization may resist the decisions made by the management. (10 marks)
- c) Discuss in **five** points how an organization can ensure Customer satisfaction and continue to enjoy competitive edge in the market. (10 marks)

**QUESTION TWO (20 MARKS)**

- a) Leaders have power over their followers and they wield this power to exert their influence. Explain **five** basic types of power that can be used by leaders in an organization. (10 marks)
- b) Explain at least **five** indicators of conflict in an organization (10 marks)

**QUESTION THREE (20 MARKS)**

- a) Explain **five** ways through which hereditary factors can influence a person's personality even at the work place. (10 marks)
- b) Explain in detail the **five** stages of group formation (10 marks)

**QUESTION FOUR (20 MARKS)**

- a) Explain **five** factors that may cause Job dissatisfaction among the employees in an organization. (10 marks)
- b) Explain in **five** points the problems of Legitimate power in an organization. (10 marks)

**QUESTION FIVE (20 MARKS)**

- a) Explain **five** non-financial rewards that may be used by an organization to motivate its employees. (10 marks)
- b) Outline **five** factors that would facilitate effective communication amongst employees in an organization. (10 marks)