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UNIVERSITY EXAMINATIONS

EXAM DRAFT

2022/2023 ACADEMIC YEAR

THIRD YEAR FIRST SEMESTER

FOR THE DEGREE OF BACHELOR OF BUSINESS MANAGEMENT

COURSE CODE: BCO 311

COURSE TITLE: ORGANIZATION BEHAVIOR

DATE: 19/04/2023

TIME: 9:00-11:00AM

INSTRUCTIONS TO CANDIDATES

Answer Question ONE (compulsory) and ANY OTHER TWO questions

QUESTION ONE

- a) Good control means that management can be reasonably confident that no major unpleasant surprises will occur. With reference to the above statement, examine SIX behavioral methods of good management control (6 Marks)
- b) Organizational politics should support organizational interest's not individual interests. With reference to the above statement, elucidate SIX ways in which an organization could manage its employee's political behavior (6 Marks)

- c) Describe the personality traits that influence an employee's attitude towards work in an organization (6 Marks)
- d) Examine SIX ways in which an organizational culture could be a liability to an organization (6 Marks)
- e) Suggest in details SIX causes of stress in the work place and ways of mitigating them in relation to organization behavior (6 Marks)

QUESTION TWO

- a) Highlight in details, FOUR factors that management should consider when determining the span of control in an organization (4 Marks)
- b) Describe the components of an organizational design in relation to organization behavior (6 Marks)
- c) Summarize SIX factors that could lead to an effective workgroup in an organization (6 Marks)
- d) Explain FOUR reasons for resistance to change within an organization (4 Marks)

QUESTION THREE

- a) Propose FOUR conflict management strategies that could escalate a conflict instead of solving it in an organization (8 Marks)
- b) Suggest SIX behavioral characteristics of successful leaders with regard to bestowed authority (6 Marks)
- c) Examine SIX benefits that might accrue to an organization from employee commitment (6 Marks)

QUESTION FOUR

- a) Describe the positive impacts of information technology on organizational behavior (6 Marks)
- b) Examine the power bases that individuals in an organization may have (6 Marks)
- c) Evaluate FOUR factors that could contribute to lack of employee work life balance (8 Marks)

QUESTION FIVE

- a) Examine SIX types of group norms which a group could use to influence the behavior of its members (6 Marks)
- b) Suggest the benefits of change management to an organization like Kibabii University (6 Marks)
- c) Why is the study of organization behavior a prerequisite to managers of levels in an organization (8 Marks)