

CHUKA



UNIVERSITY

**UNIVERSITY EXAMINATION
RESIT/SUPPLEMENTARY / SPECIAL EXAMINATIONS
EXAMINATION FOR THE AWARD OF BACHELOR OF COMMERCE**

BCOM 302/355: ORGANIZATIONAL BEHAVIOR

STREAMS:

TIME: 2 HOURS

DAY/DATE: MONDAY 01/11/2021

8.30 A.M - 10.30 A.M.

INSTRUCTIONS:

Answer all questions in section A and any two Questions in section B

QUESTION ONE

- (a) Explain the contributing disciplines to knowledge on organization behaviour and critique its applicability in managing diverse employees in an organization (8 marks)
- (b) Technology poses great challenge in managing employees and businesses in modern organizations. Analyse Kurt Lewins change management approach indicating reasons that make this model more appropriate in managing change in organizations. (12 marks)
- (c) Managers strive to make themselves understood by employees and other stakeholders. Describe manager and employee related causes of distortion in information and suggest methods of improving communication in organizations (10 marks)

QUESTION TWO

- (a) Discuss the perspectives of attitude and suggest methods that a manager may use in order to change negative attitude about an organization by some employees. (12 marks)
- (b) Describe group development process and indicate challenges that group members might face at each development stage. (8 marks)

QUESTION THREE

(b) Change is a constant and those who resist change can resist anything. Discuss the areas in which change may occur in organizations and using Kotters model discuss the ways in which change maybe successfully implemented. (20 marks)

QUESTION FOUR

(a)Discuss the ways in which Fredrick Herzberg's theory may be used to influence behaviour at the place of work. (10 marks)

(b)Leaders are born and not made. Using leadership theories discuss this statement. (10 marks)

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