

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

EXAMINATION FOR THE AWARD OF DEGREE OF BACHELOR OF COMMERCE

BCOM 355: ORGANIZATIONAL BEHAVIOUR

STREAMS: BCOM (ODEL)

TIME: 2 HOURS

DAY/DATE: FRIDAY 06/12/2019

2.30 P.M. – 4.30 P.M.

INSTRUCTIONS:

- **Answer question ONE and any other TWO.**

QUESTION ONE

- Organizational behaviour is a multidisciplinary area of study that draws from different subjects. Elaborate this statement clearly showing the disciplines that form the study of organizational behaviour. (10 marks)
- Describe the process that an individual goes through when making a perceptiveness about others at the workplace and show how one's characteristics influence their own perception. (10 marks)
- Discuss the sources from which individual attitudes are derived. (10 marks)

QUESTION TWO

- Differentiate between job involvement and employee commitment and show four characteristics of individual personality. (10 marks)
- Explain the key benefits of informal groups to an organization. (10 marks)

QUESTION THREE

- Discuss the two sets of motivation perspectives proposed by Frederick Herzberg. (10 marks)

- (b) Explain the four styles of Tannenbaum and Schmidt continuum of leadership behaviour and show one disadvantage associated with each style. (10 marks)

QUESTION FOUR

- (a) Distinguish between power and role organizational cultures and clearly spell out four likely benefits of each to an organization. (10 marks)
- (b) Explain the barriers that hinder effective communication between a superior and the subordinates. (10 marks)
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