

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

RESIT/SPECIAL EXAMINATION

EXAMINATION FOR THE AWARD OF DEGREE OF BACHELOR OF COMMERCE

BCOM 355/BBAM 302/BCOM 302: ORGANIZATIONAL BEHAVIOUR

STREAMS:

TIME: 2 HOURS

DAY/DATE: TUESDAY 24/07/2018

11.30 A.M. – 1.30 P.M.

INSTRUCTIONS:

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

- (a) Explain why every manager should have knowledge of organizational behaviour. (10 marks)
 - (b) Discuss the factors that influence individual perception. (10 marks)
 - (c) Explain the key qualities that are associated to effective leadership. (10 marks)
- (a) By use of examples explain how personality influences the choice of a person's career. (10 marks)
 - (b) Explain the benefits of informal groups within an organization. (10 marks)
- (a) Explain why it may be difficult to satisfy all employees through similar approaches. (10 marks)
 - (b) Identify the ways through which employees learn organizational culture. (10 marks)
- (a) Discuss the key barriers to effective communication. (10 marks)

- (b) Explain the factors that influence individual learning. (10 marks)
-