

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

**EXAMINATION FOR THE AWARD DEGREE OF
BACHELOR OF**

BCOM 302/ 355: ORGANIZATIONAL BEHAVIOUR

STREAMS: BCOM Y3 S2

TIME: 2 HOURS

DAY/DATE: THURSDAY 9/04/2020

11.30 A.M - 1.30 P.M.

INSTRUCTIONS

- Answer Question One and any other Two Questions.

QUESTION ONE

LEADING PEOPLE

1(a) Nuclear was an exceptional performer who was well liked and respected by clients. He was a delightful individual who supported any strategy that made transition into new products that may be successful. As an exceptional performer Maclean increased his role in the identification of business opportunities and increasing the company's sales. Maclean was a committed team member who supported changes taking place and willingly brought ideas and opinions to the table. The organization counted on him for implementing changes for cash management enquiry and hence was rewarded appropriately.

Adopted from cases in organizational behaviour.

- (i) Explain personal characteristics exhibited by Maclear in performance of his work.
[8 Marks]
- (ii) Arrange the leadership style practiced by the company and justify your answer.
[10 Marks]

(b) Techmix Ltd intends to enhance its teams cohesiveness. Explain the methods of encouraging cohesiveness and strategies of managing organization politics.
[12 Marks]

QUESTION TWO

- (a) Using examples explain the contribution of various disciplines to understanding of individuals and group behaviour. [10 Marks]

- (b) Attitudes are feelings learned over time and determine individual behaviour. Explain the components of attitudes and the ways in which organizations may change negative attitude. [10 Marks]

QUESTION THREE

- (a) An organizations culture is distinguished by its characteristics. Explain the characteristics. Explain the characteristics of an organization culture. [10 Marks]

- (b) Change involves behaviour modification. Using Kurt Lewin model explain ways in which employee behaviour may be influenced towards desired change. [10 Marks]

QUESTION FOUR

- (a) Using Fredrick Herzberg theory. Explain satisfaction and dissatisfaction factors that influence employee behaviour at work. [10 Marks]

 - (b) Explain the problems associated with vertical communication that affect effectiveness of an organizations information system. [10 Marks]
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