

**CHUKA UNIVERSITY**

**BCOM 355: ORGANIZATIONAL BEHAVIOUR**

**STREAMS: AGBM/BCOM**

**DAY/DATE:**

**TIME: 2 HOURS**

**INSTRUCTIONS**

**Answer Question ONE and ANY other TWO Questions**

**QUESTION ONE**

- (a) Using organization behavior disciplines as reference explain the reasons why people perceive and interpret individual and group behavior differently. (12 marks)
- (b) Describe perception related factors that influences a person when interpreting behavior of individuals. (10 marks)
- (c ) Explain the concept of attribution when interpreting behavior.(8 marks)

**QUESTION TWO**

- (a) Explain the characteristics of a team leader and suggest ways of improving work group performance (8 marks)
- (b) Distinguish between a leader and manager and explain the reasons why a manager may not necessarily be a leader and a leader may also not necessarily be a manager..(12 marks)

**QUESTION THREE**

- (a) Explain the ways in which organizations express their culture and indicate the importance of maintaining a positive work culture. (8 marks)
- (b) Explain the type of information that may flow vertically in an organization indicating barriers that may occur during information transmission. (12 marks)

**QUESTION FOUR**

- (a) Using Abraham Maslow and Fredrick Hertzberg theories as reference, explain job related motivators that maybe used in an organization. (8 marks)
- (b) Describe the following leadership styles and indicate circumstances when a supervisor may apply them,
  - (i) Transformational leadership (4 marks)
  - (ii) Democratic leadership (4 marks)
  - (iii) Transactional leadership (4 marks)