

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

RESITS/SPECIAL EXAMINATIONS

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

BCOM 355: ORGANIZATION BEHAVIOUR

STREAMS:

TIME: 2 HOURS

DAY/DATE: WEDNESDAY 30/8/2023

2.30 P.M. – 4.30 P.M.

Answer question ONE and any other TWO Questions

QUESTION ONE

- (a) Organization behavior is derived from many disciplines. Describe disciplines that contribute to creating an overall understanding of organization behavior. (10 marks)
- (b) Women in a local community intend to start a project. It was announced that the first meeting will be held next week. Explain the stages that will ensure successful formation of the group and problems that members may encounter at each stage. (10 marks)
- (c) Explain the contribution of the following in understanding human behavior.
- (i) Abraham Maslows Hierarchy of needs theory. (5 marks)
 - (ii) Vrooms Expectancy Theory (5 marks)

QUESTION TWO

- (a) Using J.B Kotter's change model, explain the ways in which a person seeking an elective position may ensure a successful win. (12 marks)

(b) Describe Fredrick Herzberg's 2-Factor theory proposals towards motivating employees at the workplace. (8 marks)

QUESTION THREE

(a) Democratic leadership is better than autocratic leadership. Explain these two leadership approaches and circumstances when autocratic leadership may be used. (10 marks)

(b) Communication may be vertical and crosswise. Explain the type of information that may be communicated using these two methods. (10 marks)

QUESTION FOUR

(a) Explain the factors that may influence the culture adopted by an organization. (4 marks)

(b) Describe the factors that influence an individual's personality (6 marks)

(c) Explain the historical development of organization behavior. (10 marks)

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