



**JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY
SCHOOL OF BUSINESS & ECONOMICS
UNIVERSITY EXAMINATION FOR MASTER OF BUSINESS ADMINISTRATION**

FIRST YEAR SEMESTER ONE

MAIN CAMPUS

COURSE CODE: MBA 5113

COURSE TITLE: ORGANISATIONAL BEHAVIOUR

EXAM VENUE:

STREAM: MBA –Y1S1

DATE:

EXAM SESSION:

TIME: 2 HOURS

INSTRUCTIONS:

- 1. Answer ANY FOUR questions in this question paper**
- 2. Candidates are advised not to write on the question paper.**
- 3. Candidates must hand in their answer booklets to the invigilator while in the examination room.**

QUESTION ONE

- (a) Define the concept of organisation commitment and describe its distinct forms. **(6 marks)**
- (b) Scholars argue that there is no more direct way to find out what causes people's satisfaction with their jobs. With reference to Herzberg's Two Factor Theory demonstrate how job satisfaction can be promoted. **(14 marks)**

QUESTION TWO

- (a) Describe the main job characteristics which are central to providing potential motivation to workers. **(10 marks)**
- (b) Outline Fielder's contingent model of leadership and demonstrate its relevance to today business environment. **(10 marks)**

QUESTION THREE

- (a) Distinguish between power and authority. **(8marks)**
- (b) Using appropriate examples differentiate between sources of power and bases of power. **(12 marks)**

QUESTION FOUR

- (a) Elucidate various sources of attitude. **(5 marks)**
- (b) Describe strategies of overcoming workplace prejudices. **(15 marks)**

QUESTION FIVE

- (a) Enumerate major types of job design options and demonstrate their relevance to employee motivation. **(6 marks)**
- (c) Describe the following strategies of conflict resolution and state the conditions under which each may be applied :
- i. Avoidance **(8 marks)**
 - ii. Accommodation **(6 marks)**