



**JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY  
SCHOOL OF EDUCATION  
UNIVERSITY EXAMINATION FOR THE DIPLOMA  
BUSSINES ADMINISTRATION  
2<sup>nd</sup> YEAR 1ST SEMESTER 2016/2017 ACADEMIC YEAR**

**KENDU BAY LEARNING CENTRE**

**COURSE CODE : BBM 2213**

**COURSE TITLE ; ORGANIZATION BEHAVIOUR**

**VENUE : STREAM:**

**DATE : APRIL, 20167 EXAM SESSION:**

**TIME : 2 HOURS**

**Instructions:**

- 1. Answer question 1 (Compulsory) and any other 2 questions.**
- 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.**

Q1. a) Define the following concepts and terms as used in organization behaviour:

- i. Organization behaviour ( 3marks)
- ii. Organization groups ( 3marks)
- iii. Motivation ( 3marks)
- iv. Organization climate ( 3marks)
- v. Job analysis ( 3marks)

(b) Explain FIVE **main** points of power that can be used to influence organizational behavior. ( 7marks)

( c ) Outline THREE management styles that can be used to influence organization behavior . (8marks)

Q2 Discuss key principles of management ( by Henry Fayol 1841-1925 ) ( 20marks)

Q3 ( a) State reasons and problems of delegating duty to another personnel ( 7marks)

( b ) Outline steps to follow when solving group problems. (7marks)

( c ) Explain the importance of budget and planning in an organization. (6marks)

Q4 Assume that you have been appointed a business manager of a well-recognized organization. Discuss steps you would go through in group formation (20marks)

Q5 Discuss the general functions of management in an organization. (20 marks)