



**JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY**  
**SCHOOL OF BUSINESS & ECONOMICS**  
**UNIVERSITY EXAMINATION FOR THE DEGREE OF BACHELOR OF BUSINESS**  
**ADMINISTRATION**  
**2<sup>ND</sup> YEAR 1<sup>ST</sup> SEMESTER 2016/2017 ACADEMIC YEAR**  
**MAIN CAMPUS**

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**COURSE CODE: ABA 201**

**COURSE TITLE: BEHAVIOURAL SCIENCE**

**EXAM VENUE:**

**STREAM:**

**DATE:**

**EXAM SESSION:**

**TIME: 2 HOURS**

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**INSTRUCTIONS:**

- 1. Answer Question ONE (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.**

### **QUESTION ONE (30 MARKS)**

- a) Examine Abraham Maslow's theory of motivation showing how it may be used in a business organization. Comment on the criticisms which have been made by scholars  
(10 marks)
- b) Explain five internal and five external factors that would explain the individual employee perception at work  
(10 marks)
- c) Majority of business organizations today take on corporate social responsibility in so far as doing so promotes its own self-interests. Discuss the moral arguments for corporate social responsibility  
(10 marks)

### **QUESTION TWO (30 MARKS)**

- a) Discuss the consequences of inter group conflict and explain five ways in which a manager can resolve these conflicts between groups  
(10 marks)
- b) Coping strategies for job stress exist for both individual and the organization levels. Discuss these strategies for managing stress  
(10 marks)

### **QUESTION THREE (20 MARKS)**

- a) Assess the merits of virtue theory as a theory of guiding moral issues in business  
(10 marks)
- b) Explain five sources of power available for leaders in organizations  
(10 marks)

### **QUESTION FOUR (20 MARKS)**

- a) Organization change is a complex phenomenon involving considerable diligence on the part of management to deal with resistance to change as well as to introduce the change. Discuss  
(15 marks)
- b) Explain five barriers to effective communication in a modern organization  
(5 marks)