



JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY

SCHOOL OF BUSINESS AND ECONOMICS

**UNIVERSITY EXAMINATION FOR THE DEGREE OF MASTERS IN BUSINESS
ADMINISTRATION WITH IT**

1ST YEAR 1ST SEMESTER 2017/2018 ACADEMIC YEAR

NAIROBI CAMPUS

COURSE CODE: MBA 804

COURSE TITLE: ORGANIZATION BEHAVIOUR

EXAM VENUE:

DATE:

STREAM: (MBA)

TIME:

EXAM SESSION:

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 1

- (a) (i) Define Organization Behavior (2marks)
- (ii) State and explain the trends in the current organization (10marks)
- (b) (i) What do we mean by Personality traits (2marks)
- (ii) Describe the major Personality attributes that influence an Organization Behavior (14marks)
- (c) Which are the sources of value systems (2marks)

QUESTION 2

- (a) What is the meaning of the following terms; (10marks)
 - (i) Perception
 - (ii) Attitude
 - (iii) Norms
 - (iv) Conflict
 - (v) Motivation
- (b) Discuss the characteristics of Organization Culture (10marks)

QUESTION 3

- (a) Explain the functions of Attitude (8marks)
- (b) Which are the sources and consequences of job satisfaction (12marks)

QUESTION 4

- (a) What are the key elements to consider when designing Organization Structure (10marks)
- (b) Enumerate the best strategies for handling conflict (10marks)

QUESTION 5

- (a) State and explain the decision making process (12 marks)
- (b) Discuss the importance of motivation in an Organization (8marks)