



**JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY**  
**SCHOOL OF BUSINESS & ECONOMICS**  
**UNIVERSITY EXAMINATION FOR THE DIPLOMA IN BUSINESS**  
**ADMINISTRATION**  
**2<sup>ND</sup>YEAR 1<sup>ST</sup> SEMESTER 2016/2017 ACADEMIC YEAR**  
**KISII CAMPUS-PART TIME**

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**COURSE CODE: BBM 2213**

**COURSE TITLE: ORGANIZATIONAL BEHAVIOR**

**EXAM VENUE:**

**STREAM: (DBM)**

**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**

- a) Define organizational culture and explain the current trends in organizational culture (6 marks)
- b) Explain why it is important to study organizational behavior (6 marks)
- c) What is group cohesiveness? Explain the factors that contribute to group cohesiveness. (8 marks)
- d) State and explain the importance of motivation in organizations. (10 marks)

### **QUESTION TWO**

- a) Conflicts in organizations are quite common. Any conflict has potential to be damaging the organizational climate and there is need to be some constructive effort to limit this. State and explain various strategies for managing conflicts. (10 marks)
- b) Explain any five styles of leadership ( 10marks)

### **QUESTION THREE**

- a) State and explain the characteristics of a good motivational system (10 marks)
- b) Explain the communication process in organizations ( 5 marks)

### **QUESTION FOUR**

- a) State and explain the sources and consequences of job satisfaction (10 marks)
- b) Discuss the common perceptual distortions (10 marks)

### **QUESTION FIVE**

- (a) “Conflict is seen as a dysfunctional outcome that can be explained by poor communication, personality clashes and work agitators” discuss the impacts of conflicts in organizations. (10 marks)
- (b) Explain strategies used by organizations to enhance effective communication (10 marks)