



JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY

SCHOOL OF BUSINESS AND ECONOMICS

**UNIVERSITY EXAMINATION FOR THE DEGREE OF BACHELOR OF BUSINESS
ADMINISTRATION WITH I.T**

2ND YEAR 1ST SEMESTER 2018/2019 ACADEMIC YEAR

NAIROBI CITY LEARNING CENTRE

COURSE CODE: ABA 201

COURSE TITLE: BEHAVIOURAL SCIENCE

EXAM VENUE: 12TH FL RM 1

STREAM: (BLSCM)

DATE: 3/12/2018

EXAM SESSION: 9:00 - 11:00AM

TIME: 2.00 HOURS

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) State and explain the disciplines contributing to organizational behavior (10 mark)
- (b) Define personality and briefly explain its determinants (10 marks)
- (c) Discuss the sources and consequences of job satisfaction (10 marks)

QUESTION 2

- (a) Give the meaning of attitude and explain its functions (10 marks)
- (b) Explain the power tactics in which individuals translate power bases (10 marks)

QUESTION 3

- (a) List the various personal qualities of good leaders (10 marks)
- (b) Define motivation and the various types of motivation (10 marks)

QUESTION 4

- (a) State and explain the characteristics of organizational culture (10 marks)
- (b) Which are the factors affecting group cohesion in an organization (10 marks)

QUESTION 5

- (a) Discuss the various strategies for handling a conflict (10 marks)
- (b) Explain the impression management techniques used in an organization (10 marks)