



JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY
SCHOOL OF BUSINESS AND ECONOMICS
UNIVERSITY EXAMINATION FOR THE DEGREE OF BACHELOR OF BUSINESS ADMINISTRATION
2nd YEAR 2nd SEMESTER 2018/2019 ACADEMIC YEAR
KISUMU CAMPUS

COURSE CODE: ABA 207

COURSE TITLE: ORGANIZATION THEORY AND BEHAVIOUR

EXAM VENUE: KISUMU

STREAM: BBA

DATE:

EXAM SESSION:

TIME: 2 HOURS

Instructions:

1. Attempt question one (compulsory) and any other two
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) Compare and contrast Autocratic and Democratic styles of leadership(10 marks)
- b) Describe situational theory of leadership (5 marks)
- c) In your opinion what makes leadership effective in an organization? (5 marks)
- d) Groups experience dynamics from time to time. What are the causes of intergroup conflicts?(5 marks)
- e) Explain the most appropriate conflict management techniques for organizations (5 marks)

Question Two

- 1.a) State the contribution of the following disciplines to organizational theory and behavior?
 - i) Psychology
 - ii) Sociology
 - iii) Social psychology
 - iii) Anthropolgy(8 marks)
- b) Distinguish between behavior and organization (4 marks)
- c) Using appropriate examples, describe the external factors that influence behavior (8 marks)

Question Three

- a) Define the term Personality in organizations 2 marks)
- b) Describe personality determinants (6 marks)

- c) Briefly describe the personality attributes that influence organization behavior (12 marks)

Question Four

Different people look at things from different perceptions.

- a) Explain the causes of error in perception(4 marks)
- b) List and describe the elements that give a basic model of perception,(6 marks)
- c) Illustrate with appropriate examples the application of perception in organization behavior(10 marks)

Question Five

- a) Attitudes change over time. As a manager what methods can you use to change employees' attitudes? (10 marks)
- b) Clearly explain the key elements to consider in changing organizational structures?(10 marks)

