



JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY
SCHOOL OF INFORMATICS AND INNOVATIVE SYSTEMS
DEPARTMENT OF INFORMATION SYSTEMS
UNIVERSITY EXAMINATION FOR THE DEGREE BACHELOR OF SCIENCE IN COMPUTER
SECURITY AND FORENSICS
4TH YEAR 2ND SEMESTER 2024 ACADEMIC YEAR

COURSE CODE: ITB 2404

COURSE TITLE: ORGANIZATIONAL BEHAVIOUR VENUE:

VENUE: LR 2

DATE: 22/04/2024

EXAM SESSION: 9.00 – 11.00 AM

TIME: 2.00 HOURS

INSTRUCTIONS:

- 1) Answer QUESTION ONE (Compulsory) and any other two 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
- 4) Mobile phones are NOT allowed in the examination room.

QUESTION ONE (30 MARKS)

- a) Define organizational behaviour (2 marks)
- b) Describe three key importance of organizational behaviour (6 marks)
- c) Successful implementation of change requires knowledge about the change process.
Describe the three stages of implementing change in an organization. (6 marks)
- d) Discuss five forms of change in organizations (10 marks)
- e) State and explain three types of organizational culture (6 marks)

QUESTION TWO (20 MARKS)

- a) Explain the emerging issues and trends in organization behaviour (10 marks)
- b) State and explain five characteristics of culture (10 marks)

QUESTION THREE (20 MARKS)

- a) Discuss five causes of organization change (10 marks)
- b) Discuss five reasons why modern employees may resist change and advise managements various strategies they can use to overcome such resistance. (10 marks)

QUESTION FOUR (20 MARKS)

- a) Define “organization effectiveness” and discuss how it can be achieved. (10 marks)
- b) Give two examples of organization effectiveness and discuss four approaches to organizational effectiveness (10 marks)

QUESTION FIVE (20 MARKS)

- a) Discuss factors that contribute to the resistance to change (10 marks)
- b) Discuss the sources of power in an organization (10 marks)