JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY

SCHOOL OF BUSINESS AND ECONOMICS

UNIVERSITY EXAMINATION FOR THE DEGREE OF LOGISTICS AND SUPPLY CHAIN MANAGEMENT

2ND YEAR 1ST SEMESTER 2016/2017 ACADEMIC YEAR

MAIN CAMPUS

COURSE CODE: BBM 3212

COURSE TITLE: ORGANIZATION THEORY AND BEHAVIOUR

EXAM VENUE: **STREAM:**

DATE: **EXAM SESSION:**

TIME: 2 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 ONE (30 MARKS)

a) Tuckman and Jansen identified various stages of group development. Discuss how you would apply Tuckman and Jansen model of group development in a business context. Use practical examples. **(10 marks)**

b) Explain five causes of employee stress in the workplace and how managers can mitigate these causes to enhance employee performance **(10 marks)**

c) Explain five measures that management should take in order to reduce employee resistance to organizational change **(10 marks)**

QUESTION TWO (20 MARKS)

a) Discuss the consequences of inter group conflict and explain five ways in which a can manager resolve these conflicts between groups **(10 marks)**

b) Leaders are born and not made. Discuss this statement using practical examples in the Kenyan context **(10 marks)**

QUESTION THREE (20 MARKS)

a) Discuss five functions of management and show the relevance of these functions in enhancing employee performance.

(10 marks)

b) Explain five reasons why it is important for organization to establish an organization structure. **(10 marks)**

QUESTION FOUR (20 MARKS)

a) Employee motivation enhances organization performance. As a manager discuss how you will use Abraham Maslow's hierarchy of human needs theory to motivate your employees **(15marks)**

b) Explain five benefits that accrues to an organization that adopts an effective communication system **(5 marks)**