



JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY
SCHOOL OF BUSINESS AND ECONOMICS
UNIVERSITY EXAMINATION FOR DIPLOMA IN BUSINESS ADMINISTRATION
2ND YEAR 1ST SEMESTER 2016/2017 ACADEMIC YEAR
MAIN CAMPUS

COURSE TITLE: ORGANIZATIONAL BEHAVIOUR

COURSE CODE: BBM 2213

VENUE:

STRAEM: Dip. BA

DATE:

TIME: 1 ½ HOURS

Instructions

1. Answer question 1 (compulsory) and ANY other 3 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. Marks allocated to each question are shown at the end of the question.
5. Show **ALL** your workings.

QUESTION ONE

a) Define organizational behavior. (5marks)

b) Critically discuss the major characteristics of organizational behavior. (10marks)

QUESTION TWO

a) Suggest the prevailing circumstances that would motivate group formation within organizations (10marks)

b) Are groups better than individuals in solving organizational problems? (5marks)

QUESTION THREE

- a) What are the factors that lead to group cohesiveness (5marks)
- b) Discuss critically the major steps of an ideal decision making process (10marks)

QUESTION FOUR

- a) What is the nature of interpersonal process (5marks)
- b) Citing examples where necessary discuss the characteristics of groups which are commonly found in organizations. (10marks)

QUESTION FIVE

- a) What is motivation as defined by Mullins? (5marks)
- b) Discuss the possible outcomes which can result from a blockage in an individual's motivational driving force. (10marks)

QUESTION SIX

- a) Critically discuss the principle steps of employee selection process. (10marks)
- b) Write down ways of creating job satisfaction. (5marks)