



JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY
SCHOOL OF BUSINESS AND ECONOMICS
UNIVERSITY EXAMINATION FOR DEGREE OF MASTER OF BUSINESS
ADMINISTRATION
1ST YEAR 1ST SEMESTER 2016/2017 ACADEMIC YEAR
BUSIA LEARNING CENTRE

COURSE CODE: MBA 804

COURSE TITLE: ORGANIZATION BEHAVIOUR

EXAM VENUE:---

STREAM: (BBA – FINANCE)

DATE: 14/12/16

EXAM SESSION: 2.00 – 5.00PM

TIME : 3.00 HOURS

Instructions:

- 1. Answer any FOUR 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

- a. Briefly discuss the influences of behavior in an organization (5 marks)
- b. People differ in the manner and the extend of their involvement with and concern for work . discuss the types of orientation to work as propounded by Gold Thorpe et-al (5marks)
- c. Discuss the characteristics of a mature group (5 marks)

QUESTION TWO

Discuss at least five personality characteristics that can be evident in an organization (15 marks)

QUESTION THREE

- a) Discuss the stages of group development (7 marks)
- b) How will you manage political behavior in an organization? (8 marks)

QUESTION FOUR

Perceived reality not actual reality is the key to understanding behavior. How we perceive others and ourselves is the root of our actions and intentions .Discuss the factors that lead us to forming inaccurate impressions of others. (15 marks)

QUESTION FIVE

- a) Discuss the influence tactics that a manager can use to influence employees (10 marks)
- b) AS a manager what are some of the conflict management styles that you can use? (5 marks)

QUESTION SIX

- a. “A pleasurable or positive emotional state results from appraisal of one experiences “what are specific dimensions of the job that enhances job satisfaction? (7 marks)
- b. Discuss the sources of stress that can affect people at work. (8 marks)