



**JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY**  
**SCHOOL OF BUSINESS & ECONOMICS**  
**UNIVERSITY EXAMINATION FOR BACCHELOR OF BUSINESS**  
**ADMINISTRATION**  
**2<sup>nd</sup> YEAR 1<sup>st</sup> SEMESTER 2018/2019 ACADEMIC YEAR**  
**KISII CAMPUS-PART TIME**

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**COURSE CODE: BBM 2213**

**COURSE TITLE: ORGANIZATIONAL BEHAVIOUR**

**EXAM VENUE: LR**

**STREAM: (DBA)**

**DATE:**

**EXAM SESSION: December**

**TIME: 2 HOURS**

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**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**

- a) Define organizational behavior and explain the nature of organizational behavior (6 marks)
- b) Explain why it is important to study organizational behavior (6 marks)
- c) Define personality and give any six determinants of personality (8 marks)
- d) State and explain the importance of motivation in organizations. (10 marks)

### **QUESTION TWO**

- (a) Explain the importance of perception to management (10 marks)
  
- (b) State and explain any five common perceptual distortions (10 marks)

### **QUESTION THREE**

- (a) Discuss the operant conditioning theory of learning and its relevance to organizations (10 marks)
- (b) State and explain any five factors affecting learning in organizations (10 marks)

### **QUESTION FOUR**

- (a) Discuss the stages in group development (10 marks)
- (b) Explain any five determinants for group cohesiveness (10 marks)

### **QUESTION FIVE**

- (a) Describe the Maslow's theory of motivation using relevant examples (10 marks)
- (b) State and explain the sources and consequences of job satisfaction (10 marks)