



**JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY**

**SCHOOL OF BUSINESS AND ECONOMICS**

**UNIVERSITY EXAMINATION FOR THE DEGREE OF BACHELOR OF BUSINESS  
ADMINISTRATION WITH IT**

**2<sup>ND</sup> YEAR 1<sup>ST</sup> SEMESTER 2017/2018 ACADEMIC YEAR**

**NAIROBI CAMPUS**

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**COURSE CODE: ABA 201**

**COURSE TITLE: BEHAVIOURAL SCIENCE**

**EXAM VENUE:**

**DATE:**

**STREAM: (BBA)**

**TIME:**

**EXAM SESSION:**

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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 1

- (a) State and explain the disciplines contributing to organizational behavior (10 mark)
- (b) Define personality and briefly explain its determinants (10 marks)
- (c) Discuss the sources and consequences of job satisfaction (10 marks)

### QUESTION 2

- (a) Give the meaning of attitude and explain its functions (10 marks)
- (b) Explain the power tactics in which individuals translate power bases (10 marks)

### QUESTION 3

- (a) List the various personal qualities of good leaders (10 marks)
- (b) Define motivation and the various types of motivation (10 marks)

### QUESTION 4

- (a) State and explain the characteristics of organizational culture (10 marks)
- (b) Which are the factors affecting group cohesion in an organization (10 marks)

### QUESTION 5

- (a) Discuss the various strategies for handling a conflict (10 marks)
- (b) Explain the impression management techniques used in an organization (10 marks)