



**JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE &  
TECHNOLOGY  
UNIVERSITY EXAMINATION  
FOR THE DEGREE OF MASTERS OF SCIENCE IN INFORMATION  
SECURITY AND AUDIT**

**KISUMU LEARNING CENTRE**

**AUGUST, 2014 EXAMINATIONS**

**COURSE CODE: MBM 5113**

**COURSE TITLE: ORGANIZATIONAL BEHAVIOUR**

**DURATION: 3 HOURS**

**INSTRUCTIONS**

- 1. This paper consist of SIX questions:**
- 2. Answer question 1 and any other 3 Questions**
- 3. Write all answers in the booklet provided**

**QUESTION ONE**

- Explain the concept of organizational behavior. (3 marks)
- Explain any three levels of organizational behavior (3 marks)
- Give any three typical characteristics of a transformational Leader (3 marks)
- Explain any three models of organizational behavior (3 marks)
- Explain the concept of coping with temporariness in organization behavior  
(3 marks)

**(15 marks)**

**QUESTION TWO**

- a) Stress in an organization always lowers its performance? Discuss organizational strategies a firm can use to overcome work related stress? (10 marks)
  - b) Discuss the impact of employee attitude on organizational behavior? (5 marks)
- (15 marks)**

### **QUESTION THREE**

- a) Outline five stages of group development as developed by Tuckman and Jensions (5 marks)
- b) Discuss the opportunities managers have to improve organizational behavior (10 marks)

**(15 marks)**

### **QUESTION FOUR**

- a) Explain any three approaches to organizational behavior (3 marks)
- b) Any technique of gaining power can be unethical if practiced in the extreme and with negative intentions. Discuss any unethical tactics that can erode a leader's effectiveness in an organization (12 marks)

**(15 marks)**

### **QUESTION FIVE**

- a) Explain the strategies for resolving conflicts in an organization. (7 marks)
- b) Explain basic human traits as stipulated in Douglas McGregor Theory X and Y (8 marks)

**(15 marks)**

### **QUESTION SIX**

- a) Explain the methods that can be used to overcome biases in perception (7 marks)
- b) Discuss the key barriers to effective communication in an organization (8 marks)

**(15 marks)**