



JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY
SCHOOL OF BUSINESS & ECONOMICS
UNIVERSITY EXAMINATION FOR BACHELOR OF BACHELOR OF LOGISTICS AND
SUPPLY CHAIN MANAGEMENET

2ND YEAR SEMESTER I

MAIN Campus

COURSE CODE: BBM 3212

COURSE TITLE: ORGANIZATION THEORY AND BEHAVIOUR

EXAM VENUE:

STREAM:

DATE:

EXAM SESSION:

TIME: 2 HOURS

INSTRUCTIONS:

- 1. Answer Question ONE (COMPULSORY) and ANY other 2 questions**
- 2. Candidates are advised not to write on the question paper.**

Candidates must hand in their answer booklets to the invigilator while in the examination room.

QUESTION 1

- a) With relevant examples, explain any 5 reasons why is it important to study organizational behavior? (10 marks)
- b) An organization's behavior is influenced by several factors, explain any 5 of these. (10 marks)
- c) Distinguish between organization culture and organization behavior (4 marks)
- d) Suggest 3 advantages and 3 disadvantages of strong cultures? (6 marks)

QUESTION 2

- a) Identify and briefly explain the limitations of Equity theory of motivation? (10 marks)
- b) Explain any five sources of motivation for organization members. (10 marks)

QUESTION 3

- a) Differentiate between leadership and management. (10 marks)
- b) Compare and contrast between autocratic leadership and participative leadership giving advantages and disadvantages of each. (10 marks)

QUESTION 4

- a) Discuss why is change resisted in organizations? (10 marks)
- b) Functional conflicts stimulate organizational growth. Discuss? (10 marks)

QUESTION 5

- a) Identify the differences between emotive and motivational roles of communication. (4 marks)
- b) What is the influence of a dynamic environment on an organization's performance? (10 marks)
- c) With given examples, distinguish between intra-personal conflict and intra-group conflict. (6 marks)