



**JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY  
SCHOOL OF BUSINESS AND ECONOMICS.**

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

**2<sup>ND</sup> YEAR 1<sup>ST</sup> SEMESTER 2019/2020 ACADEMIC YEAR**

**CENTRE: KISII LEARNING CENTRE**

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**COURSE CODE : ABA 201**

**COURSE TITLE: BEHAVIOURAL SCIENCE**

**DATE: -----**

**EXAM SESSION: -----**

**TIME : 2HOURS**

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**Instructions:**

- 1. Answer question 1 (compulsory) and any other 2 questions**
- 2. Candidates are advised not to write on question paper**

- 1 (a) Explain the term organizational behaviour (2mrks)  
(b) Outline the relevance of organizational behaviour in management (8mrks)  
(c) Explain why organizations have to observe ethical behaviour in business (12mrks)  
(d) Elaborate any three sources of power in organizations (8mrks)
2. Social responsibility in organisations is vital. Discuss (20mrks)
- 3 (a) explain the term reward (5mrks)  
(b) Discuss the various sources of conflicts in organizations (15mrks)
- 4 (a) Explain term leadership (4mrks)  
(b) Suggest any four leadership styles and explain how each impacts an organization (8mrks)
5. Discuss the contributions of the following to the theory of motivation (20mrks)
- (i) Abraham Maslow
  - (ii) Douglas McGregor
  - (iii) Frederic Herzberg

JOOUST OBSERVES ZERO TOLERANCE TO EXAMINATION CHEATING