



JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY
SCHOOL OF BUSINESS & ECONOMICS
UNIVERSITY EXAMINATION FOR THE DEGREE OF BACHELOR OF BUSINESS
ADMINISTRATION WITH IT
2ND YEAR 1ST SEMESTER 2018/2019 ACADEMIC YEAR
KISUMUCAMPUS

COURSE CODE: ABA 201

COURSE TITLE: BEHAVIOURAL SCIENCE

EXAM VENUE:

STREAM: (BBA)

DATE: 15/08/19

EXAM SESSION: 2.00 – 4.00PM

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

QUESTION ONE

- i. Organizational behaviour concepts bring opportunities for managers to offer solutions to today's challenges. Highlight on five reasons why we study organizational behaviour (10 Marks)
- ii. Discuss the five bases of power(10 Marks)
- iii. All managers have an obligation to ensure that as far as is reasonably, practical the health of their workers is not endangered in the course of their duty, with illustrations, mention any 3 ways in which managers can achieve this (10 Marks)

QUESTION TWO

- i. Describe the approaches that an organization takes in balancing its responsibilities towards stakeholders within its set up. (10 Marks).
- ii. Personality is defined as the sum total of ways in which an individual reacts to and interact with others, describe personality traits that you have come across.(10 Marks)

QUESTION THREE

- i. Discuss how other disciplines contribute to organizational behaviour. (12Mrks).
- ii. With relevant illustrations, Differentiate between conflict of interest and conflict of loyalty as ethical issues in business (8 Marks).

QUESTION FOUR

Abraham Maslow proposed Hierarchy of Needs Theory based on the assumption that people are motivated by a series of five universal needs. With relevant examples, discuss the needs. (20 Marks)

QUESTION FIVE

- i. The various models of Organizational Behaviour are based on the assumption of human characteristics and how they work best. Describe any 4 models. (12 Marks).
- ii. Briefly discuss some causes of occupational stress within an organization (8 Marks)