



**JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY**  
**SCHOOL OF BUSINESS & ECONOMICS**  
**UNIVERSITY EXAMINATION FOR THE DIPLOMA OF BUSINESS**  
**ADMINISTRATION**  
**1<sup>ST</sup> YEAR 2<sup>ND</sup> SEMESTER 2019/2020 ACADEMIC YEAR**  
**MAIN CAMPUS**

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**COURSE CODE: BBM 2213**

**COURSE TITLE: ORGANIZATIONAL BEHAVIOUR**

**EXAM VENUE: MAIN**

**DATE:**

**EXAM SESSION:**

**DURATION: 1 HOUR 30 MINUTES**

**INSTRUCTIONS**

- 1. Answer QUESTION ONE and any other TWO questions**
- 2. Show all your workings.**
- 3. Do not write anything on the question paper**

**DURATION; 1 HOUR 30 MINUTES.**

## **QUESTION ONE**

- a) Discuss the meaning and nature of organizational behavior (10mks)
- b) Explain five types of groups that may exist in work place (10mks)
- c) Discuss five causes of conflicts in the work place (10mks)

## **QUESTION TWO**

- a) Explain five measures an organization can take to create job satisfaction (10mks)
- b) Explain five ways in which motivation can be enhanced in work places (10mks)

## **QUESTION THREE**

- a) Discuss the basic functions of management (10mks)
- b) Henri Fayol advocated for 14 principles of effective management. Elucidate 10 such principles (10mks)

## **QUESTION FOUR**

- a) Describe the stages in group development (10mks)
- b) Social loafing is a phenomenon of a person exerting less effort to achieve when he/ she works in a group than working alone. Discuss the determinants of social loafing (10mks)

## **QUESTION FIVE**

Write short notes on the following;

- a) Group processes (5mks)
- b) Interpersonal processes (5mks)