

JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY
KISII LEARNING CENTRE
MASTERS OF BUSINESS ADMINISTRATION DEGREE
EXAMINATION FOR FIRST YEAR FIRST SEMESTER 2014/15
MBA 804: ORGANISATIONAL BEHAVIOUR

Answer Four questions

1. a) Performance appraisal to any organization is important to its competitiveness. What are the errors that are witnessed in the process of performance appraisal 10mks
b) State and explain the strategies to help reduce resistance to change in an organization 5mks
2. i) Organisations prosperity is greatly dependent on its leadership. Discuss the qualities of successful leaders 8mks
ii) Discuss by use of examples the factors that lead to group formation 7mks
3. i) Organisations carry out performance appraisal routinely every year in order to determine their levels of growth over years. Discuss the common methods that are witnessed in performance management 10mks
ii) Discuss by use of examples the functions of attitudes to management 5mks
4. a) Conflicts are often experienced in organisations. Discuss the techniques for conflict resolution 8mks
b) Communication is very essential to any organization but it's affected by several barriers to communication. What are the barriers of communication 7mks
5. "Organizational behaviour is a field of study that investigates the impact of individuals, groups and structures on behaviour within organizations"
 - i. What is the importance of organizational behaviour 6mks
 - ii. Discuss any three social sciences that organizational behaviour has borrowed from to help managers understand about human behavior 9mks
6. i. Discuss the process of communication by use of examples 5mks
ii. Discuss the stages of group development 10mks