



**JARAMOGI OGINGA ODINGA UNIVERSITY OF
SCIENCE AND TECHNOLOGY
EXAMINATIONS 2023/2024**

**SECOND YEAR FIRST SEMESTER EXAMINATION FOR THE DEGREE OF
BACHELOR OF BUSINESS ADMINISTRATION**

BAB 1201: BEHAVIOURAL SCIENCE

DECEMBER 2023

TIME: 3 HOURS

INSTRUCTIONS

- 1). Attempt Question ONE and any other THREE questions
- 2). Question ONE carries 30 marks. The others carry 20 marks each.

QUESTION 1

a) Explain the causes of stress related to the following.

i. Organizational practices. (5mks)

ii Relationships in workplace (5mks)

b) According to Eric Berne people interact with one another from any one of three ego states. Examine the three states. (10mks)

c) Behavioral science as a discipline draws from other disciplines. Explain this statement giving examples of disciplines behavioral science interacts with. (10 mks)

QUESTION 2

a) Describe the big five personality traits (10mks)

b) Discuss factors in the perceiver that interact in the perception process (20mks)

QUESTION 3

a) Explain sources of values to members of an organization (10mks)

b) How employees appraise the situation in order to assess whether they have the resources to cope with stress is influenced by a number of factors. Explain these factors. (10mks)

QUESTION 4

a) Explain the importance of leadership (10mks)

b) Explain the approaches available for a manager to go about solving conflicts arising at the workplace. (10mks)

QUESTION 5

a) Using Daniel Kartz Model, discuss the functions attitudes perform for us (10mks)

b) Explain the ways in which workers can be motivated at the workplace. (10 mks)