



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 2016/2017 ACADEMIC YEAR
MAIN CAMPUS

COURSE CODE: ABA 201

COURSE TITLE: BEHAVIOURAL SCIENCE (EVENING MAIN)

EXAM VENUE: STREAM: (BBA)

DATE: December 2016 EXAM SESSION:

TIME: 2 HOURS

Instructions:

- 1. Answer questions ONE and ANY other TWO 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**

ABA 201: BEHAVIOURAL SCIENCE

Instructions

Answer Question 1 and any other TWO (2) questions in the Booklets provided

QUESTION ONE

- a) Suggest 5 motivation theories that would be more applicable to many different cultures within the organization. (15 marks)
- b) Explain the connection between an organization's reward system and the level of workers ethical behavior? (15 marks)

QUESTION TWO

- a) Your manger tells you that the best way of ensuring fairness in reward distribution is to keep the pay a secret, explain your value judgment on this. (10 marks)
- b) Suggest five reasons why do employees care about procedural justice? (10 marks)

QUESTION THREE

- a) Explain what you would do if you felt you were over-rewarded by your. (10 marks)
- b) In other words, how would you feel if you were the new employee in our student-worker scenario? (10 marks)

QUESTION FOUR

- a) Many managers assume that if an employee is not performing well, the reason must be a lack of motivation, discuss how accurate/inaccurate this reasoning is. (10 marks)
- b) Suggest four factors which influence the goals-performance relationship in any firm? (10 marks)

QUESTION FIVE

- a) As a manager, sometimes you have to discipline employees in order to eliminate unwanted behavior suggest five the approaches you would use to achieve this? (10 marks)
- b) Identify five implications that reinforcement theory has for management. (10 marks)

