



JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY
SCHOOL OF BUSINESS AND ECONOMICS
DIPLOMA IN BUSINESS ADMINISTRATION
2ND YEAR 1ST SEMESTER 2024/2025 ACADEMIC YEAR
MAIN CAMPUS

COURSE TITLE ORGANIZATIONAL BEHAVIOUR

COURSE CODE BBM 2213

EXAM VENUE:

DATE :

TIME:

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 booklets to the invigilator while in the examination room**

QUESTION ONE

- a) Define the term attitude and by use of practical examples discuss four components of attitude
10Marks
- b) Explain five objectives why organizations train their line managers on organization behavior
10marks
- c) Distinguish between role conflict, role ambiguity and role expectation as used in organization behavior
4marks
- d) Distinguish between personal barrier and physical barrier
2marks
- e) Mention and explain two ways by which organization performance may be measured
4marks

QUESTION TWO

- a) Explain the common barriers of communication we find in organizations today. 10marks
- b) Describe the advantages and disadvantages associated with bureaucratic type of governance.
10marks

QUESTION THREE

- a) Discuss the environmental influences on an organization. 12marks
- b) What are the effects of rumors on an organization 8marks

QUESTION FOUR

- a) Discuss the advantages and disadvantages of group decision making 8marks
- b) What are some of the reasons why employees resist change. 12marks

QUESTION FIVE

- a) Discuss the five steps of group development. 10 marks
- b) Identify and explain the key characteristics of an effective group. 10 marks