

BBM 360



OFFICE OF THE DEPUTY PRINCIPAL

ACADEMICS, STUDENT AFFAIRS AND RESEARCH

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# UNIVERSITY EXAMINATIONS

## 2020/2021 ACADEMIC YEAR

FIRST YEAR FIRST SEMESTER MAIN EXAMINATION

**FOR THE BACHELOR OF BUSINESS MANAGEMENT**

**COURSE CODE:**

**BBM 360**

**COURSE TITLE: ORGANIZATIONAL BEHAVIOUR**

**DATE: 11/03/2021**

**TIME: 9am- 12noon**

INSTRUCTIONS TO CANDIDATES

- SEE INSIDE THIS PAPER CONSISTS OF 3 PRINTED PAGES  
OVER

PLEASE TURN

**INSTRUCTIONS TO CANDIDATES**

- i. Answer three questions. Question one is compulsory*
- ii. Do not write on the question paper*

**QUESTION ONE (30 Marks)**

You have been promoted to the position of Managing Director of your organization. Your priority area is staff welfare and attitude change of the staff.

- a) Explain FOUR areas you will address to improve on your workers level of motivation (8Marks)
- b) Discuss any FIVE methods you will use to manage stress in the organization (10 Marks)
- c) Elaborate THREE possible source of the negative attitude of the staff (6Marks)
- d) Describe THREE stages of perception process (6 Marks)

**QUESTION TWO(20 Marks)**

- a) Discuss FOUR key elements in the organizational behavior (12 Marks)
- b) Expound on any FOUR Key Personality Traits Relevant to Work Behavior (8Marks)

**QUESTION THREE(20 marks)**

- a) Reflect on an organization you visited recently and explain what you learnt on entry about the organization's culture (5 Marks)
- b) Citing relevant examples, describe both internal and external factors affecting the organizational climate (15 Marks)

**QUESTION FOUR ( 20 Marks)**

- a) Conflict may be inevitable at times in an organization. As a manager identify and justify the various resolution methods you apply (15 Marks)
- b) Highlight any FIVE elements of organizational structure (5 Marks)

**QUESTION FIVE ( 20 Marks)**

Nyakio is a consultancy firm which is trying to introduce automation as part of innovation program but experiencing a lot of resistance from some group of employees

- a) Discuss the possible cause of this resistance (10 Marks)
- b) Explain any **Five** Demerits of informal groups in an organization (10 Marks)

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