

**MUEO**

**UNIVERSITY EXAMINATIONS**

**2016/2017 ACADEMIC YEAR**

**SECOND YEAR SECOND SEMESTER EXAMINATION**

**FOR THE DEGREE OF BACHELOR OF SCIENCE IN PROJECT PLANNING AND MANAGEMENT**

**COURSE CODE: BPM/BSE 220**

**COURSE TITLE: ORGANIZATIONAL BEHAVIOUR**

**Answer questions One and other Three questions.**

**Questions ONE (28 marks)**

1. **Define the term “Organizational Behaviour”. (1 mark)**
2. **Explain the relevance of organizational behaviour to manager. (5 marks)**
3. **Discuss four types of individual values indicating how they influence behaviour in organizations. (8 marks)**
4. **Discuss four approaches to coping with stress in organizations (8 marks)**
5. **Explain three features of a sound motivational system (6 marks)**

**Question TWO (24 marks)**

1. **Using suitable examples, explain how a manager can shape behaviour of individuals within your organization. (8 marks)**
2. **Explain five reasons why individuals in an organization join groups (10 marks)**
3. **Explain three determinants of behaviour in organizations (6 marks)**

**Question THREE (24marks)**

1. **Intellectual and physical abilities are important aspects in understanding the foundation of individual behaviour. In light of this statement, discuss four dimensions of intellectual ability. (8 marks)**
2. **According to Edger Schein, all organizations shape peculiar characteristics. Discuss (6 marks)**
3. **Explain the basis on which individuals in organizations are grouped into departments. (10 marks)**

**Question FOUR (24 marks)**

1. **Using suitable examples explain five consequences of intergroup conflict in organizations (10 marks)**
2. **Discuss the relevance of organizational structure to managers (10 marks)**
3. **Differentiate between organic and mechanistic organization structure (4 marks)**

**Question FIVE (24 marks)**

1. **Power and politics are major determinants of Organizational Behaviour. In relation to this statement:**
2. **Define the terms “Power and Politics” (4marks)**
3. **Explain Four organizational factors that influence Political Behaviour in organizations (8 marks)**
4. **Discuss the assumptions of Theory X Theory Y that underlie management attitudes and beliefs regarding work behaviour (8marks)**
5. **Explain four factors that influence individual perception (4 marks)**

**Question SIX (24 marks)**

1. **Explain the essential features of Herzberg’s Two Factor Theory of motivation in Organizational Behaviour (8marks)**
2. **Organizational Behaviour is a discipline that is not self-sustaining and borrows knowledge from other discipline. Discuss (12marks)**
3. **Explain four levels of employee involvement (4marks)**