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**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: BEHAVIORAL SCIENCE**

**EXAM VENUE: STREAM: (BBA)**

**DATE: 25/04/16 EXAM SESSION: 9.00 – 11.00 am**

**TIME: 2 HOURS**

**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 answer booklets to the invigilator while in the examination room.**

**QUESTION ONE (COMPULSARY)**

1. Outline the relevance of Behavioral Science knowledge to a Manager.

( 8 marks )

1. Explain FOUR emotional symptoms of stress, highlighting the effects of each on behavior. ( 12 marks )
2. Elucidate how Humanistic theories view personality formation and thus differences in human behavior. ( 10 marks )

**QUESTION TWO**

1. ‘Learning is a relatively permanent change in behavior produced by experience.’

Citing examples, explain any THREE forms of learning. (14 marks)

1. State ways by which cognitive dissonance is expressed in behavior.

(6 marks)

**QUESTION THREE**

1. Outline the FOUR stages in group formation. ( 10 marks )
2. Highlight factors that affect motivation levels. ( 10 marks )

**QUESTION FOUR**

1. Describe organizational power bases. ( 10 marks )
2. Explain what you understand by the concept of ‘Evil’ and ‘Good’

(10 marks)

**QUESTION FIVE**

Write short notes on the following in relation to behavior;

1. Locus of control
2. Equity theory
3. Marchiavellism ( 20 marks )