



KISII UNIVERSITY

UNIVERSITY EXAMINATIONS

**THIRD YEAR EXAMINATION FOR THE AWARD OF THE
DEGREE OF BACHELOR OF COMMERCE/ BUSINESS AND MANAGEMENT
SECOND SEMESTER 2016/2017
(JANUARY - APRIL, 2017)**

BBAM/BCOM/BHRM 302: ORGANIZATIONAL BEHAVIOUR

STREAM: Y3S2

TIME: 2 HOURS

DAY: Wednesday, 12:00-2:00 PM

DATE: 10/05/2017

INSTRUCTIONS

1. Do not write anything on this question Paper.
2. Answer question ONE and any other THREE questions.

QUESTION ONE

- (a) Explain three variables that influence the behaviour of employees in an organization. [3 marks]
- (b) Explain the following concepts:
 - (i) Personality [2 marks]
 - (ii) Perception [2 marks]
 - (iii) Attitude [2 marks]
 - (iv) Group [2 marks]
- (c) Distinguish between intrinsic and extrinsic motivation concepts in relation to the study of behaviour [6 marks]
- (d) Discuss the process of attitude formation in an individual. [8 marks]

QUESTION TWO

- (a) Discuss five levels of human needs as per Abraham's Maslow. [10 marks]

- (b) Elaborate any five techniques of motivation in an organization. [5 marks]

QUESTION THREE

- (a) Explain the path-goal theory of leadership highlighting the leadership style identified in the theory. [10 marks]
- (b) All managers can be leaders but not all leaders can be managers discuss. [5 marks]

QUESTION FOUR

- (a) Describe the lowin-Schin model of change process. [6 marks]
- (b) Explain the causes of resistance to change and how it could be mitigated. [9 marks]

QUESTION FIVE

- (a) Discuss the basic approaches to conflict management in a win-win strategy. [6 marks]
- (b) State and explain any positive influence of conflicts in an organization. [9 marks]

QUESTION SIX

- ✓(a) With an aid of a diagram explain the basic steps followed in decision making process. [10 marks]
- (b) Highlight factors affecting decision making process. [5 marks]