



MASENO UNIVERSITY
UNIVERSITY EXAMINATIONS 2016/2017

**FIRST YEAR SECOND SEMESTER EXAMINATIONS FOR THE
DIPLOMA IN BUSINESS ADMINISTRATION**

CITY CAMPUS - REGULAR

ADB 0101: ORGANIZATIONAL BEHAVIOUR

Date: 21st November, 2016

Time: 9.00 – 12.00 noon

INSTRUCTIONS:

- Answer question ONE and any other TWO questions.



1a. The knowledge of organizational behavior helps managers in performing their functions. In this context, explain the value of understanding organizational behavior (10 marks)

1b. Explain five conditions under which functional organizational structure may be considered appropriate in an organization (10 marks)

1c. Groups initially concern themselves with orientation accomplished primarily through testing. Such testing serves to identify the boundaries of both interpersonal and task behaviors. Coincident with testing in the interpersonal realm is the establishment of interdependent relationships with leadership, other group members, or pre-existing standards. Examine the case above and discuss the stages in group development (10 marks)

2a. There are certain situations under which the participative style of leadership may be appropriate. Outline five such situations (10 marks)

2b. Explain the different sources of power in organizations and analyze how managers could use these sources to ensure success (10 marks)

3a. Explain the learning styles and how they are manifested in organizational behavior (10 marks)

3b. Discuss the critical motivational theories that influence employee performance and satisfaction within an organization (10 marks)

4a. It is important for organizations to be open to change and know how to deal with it. Many organizations fail to recognize change causing the organization to suffer and sometimes come to an end. Discuss the reasons why employees resist change (10 marks)

4b. Outline five factors that may determine an employee's attitude at the workplace (10 marks)

5a. There are different approaches of studying personality discuss (10 marks)

5b. Organizations have been waking up to problems posed by high stress levels at the work place. They have been adopting creative methods to address this menace and equip employees with stress management strategies. Explain then the types of stress at the workplace (10 marks)