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**University Examinations 2016/2017**

SECOND YEAR SECOND SEMESTER EXAMINATION FOR THE DEGREE OF

 BACHELOR OF COMMERCE

THIRD YEAR FIRST SEMESTER BACHELOR OF PURCHASING & SUPPLIES MANAGEMENTAND BUSINESS INFORMATION TECHNOLOGY

 **BFB 3251: ORGANIZATIONAL BEHAVIOUR**

 **DATE: DECEMBER 2016 TIME: 2HOURS**

**INSTRUCTIONS:** *Answer question* ***one*** *and any other* ***two*** *questions*

**QUESTION ONE (30 MARKS)**

1. Personality involves both internal and external qualities of an individual. Briefly discuss 4 main determinants of an individual’s personality (8 marks)
2. Briefly explain two behavioral science disciplines that have contributed immensely to the field of organizational behavior (2 marks)
3. Explain five reasons for resistance to change by workers and illustrate how managers can minimize incidents of resistance to change in modern organizations (10 marks)
4. Human beings observe a similar stimulus but perceive it differently. Briefly discuss external and internal factors that influence our perceptual judgment (10 marks)

**QUESTION TWO (20 MARKS)**

1. Not every manager may turn out to be an effective leader. Using relevant illustrations, discuss the characteristics of effective leaders (10 marks)
2. Effective managers must be good communicators. Discuss key barriers to effective communication and explain various strategies that managers can use to overcome these communication barriers in their organizations (10 marks)

**QUESTION THREE (20 MARKS)**

1. A motivated worker is a productive worker. Using relevant illustrations discuss main factors that influence motivation in modern organizations (10 marks)
2. Managers in large organizations have to contend with management of conflicts in their organization. Briefly explain five possible causes of inter-group conflicts in modern organizations (10 marks)

**QUESTION FOUR (20 MARKS)**

1. Briefly discuss three key theories of leadership and illustrate how they relate to leadership choice by modern managers (10 marks)
2. Briefly discuss five stages that explain how groups evolve within an organization. Use relevant examples from modern organizations (10 marks)

**QUESTION FIVE (20 MARKS)**

1. Discuss the relevance of mcaregor’s theory X and theory Y to modern managers and organizations (10 marks)
2. Discuss various sources and symptoms of workplace stress in modern organizations

(10 marks)