

**JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY**

**SCHOOL OF BUSINESS AND ECONOMICS**

**UNIVERSITY EXAMINATION FOR BACHELOR OF BUSINESS ADMINISTRATION**

**SECOND YEAR FIRST SEMESTER**

**E-LEARNING**

**COURSE CODE: ABA 201 STREAMS: DEGREE**

**COURSE TITLE: BEHAVIOURAL SCIENCE**

**TIME: 2 HOURS VENUE:**

**DATE:**

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**INSTRUCTIONS**

**Answer QUESTION ONE (COMPULSORY) and any other TWO questions**

QUESTION 1

a) Explain the relationship between behavior and individual emotional disposition- 4Marks

ii) Suggest human drivers of job satisfaction at in work place- (6 Marks)

* Explain how personality differences influence work behavior and interpersonal relationship- (10 marks)

How does personality difference influence work behavior?

c) State two advantages of organization conflicts and What are the ways in which suggest how management can control negative conflict trends in organizations (10 marks)

**QUESTION 2**

* (i) Suggest the symptoms of stress (5 marks)
* Explain methods in which in which individuals can do to cope with stress in an organization (5 marks)
* (i) Why do you think that change is resisted in an organization (5 marks)

(ii) How can this resistance be overcome (5 Marks)

**QUESTION3**

* Compare and contrast communication in small organizations and in large organizations highlighting associated management complications - (10 Marks)
* Demonstrate how job design would influence competitiveness of a firm?-( 10 Marks)

**QUESTION 4**

* Identify the reasons why workers form groups within employing organizations -(8marks)
* Distinguish between effective and effective work groups (6marks)
* Explain the role of leadership in shaping organization culture (6 Marks)

**QUESTION 5**

* Explain functions of management (5 Marks)
* Demonstrate your understanding of management as opposed to leadership role-(5Marks)
* As a manager why is it important to learn or understand behavioral science for effective (10 marks)