



MASENO UNIVERSITY

UNIVERSITY EXAMINATIONS 2013/2014

**SECOND YEAR FIRST SEMESTER EXAMINATIONS FOR THE
DEGREE OF BACHELOR OF BUSINESS ADMINISTRATION
WITH INFORMATION TECHNOLOGY**

(CITY CAMPUS – EVENING)

ABA 201: BEHAVIOURAL SCIENCE

Date: 26th November, 2013

Time: 5.30 - 7.30 p.m.

INSTRUCTIONS:

- **Answer Question ONE (COMPULSORY) and any other TWO questions.**

QUESTION 1

- a) Explain two ways by which organizations perform job redesign. (10mks)
- b) According to Eric Berne people interact with one another from any one of three ego states. Examine the three states. (10mks)
- c) Explain the ways in which workers can be motivated at the workplace. (10mks)

QUESTION 2

- a) Describe the four major personality types (10mks)
- b) There is no world. It is what we perceive. Discuss this statement highlighting the perception process (10mks)

QUESTION 3

- a) Discuss various types of social responsibility for a business (10mks)
- b) Behavioral science as a discipline draws from other disciplines. Explain this statement giving the disciplines related to Behavioral Science. (10mks)

QUESTION 4

- a) Asked what stress is, Purity remarked, "For me it is a new boss, I found myself crying because I couldn't keep up suddenly. Stress is where you can't cope, there is too much and you don't know what to focus on anymore." How employees appraise the situation in order to assess whether they have the resources to cope is influenced by a number of factors. Discuss these factors. (10mks)
- b) Explain the causes of stress related to the following.
- i. Organizational practices.
 - ii Relationships in workplace (10mks)

QUESTION 5

- a) Explain the importance of leadership (10mks)
- b) Explain how a manager would go about solving intergroup conflict. (10mks)