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**University Examinations 2014/2015**

SECOND YEAR SPECIAL/SUPPLEMENTARY EXAMINATION FOR DEGREE OF BACHELOR OF COMMERCE

**BFB 3251: ORGANIZATIONAL BEHAVIOUR**

**DATE: OCTOBER 2015 TIME: 2 HOURS**

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

**QUESTION ONE (30 MARKS)**

1. It is argued that individuals in an organization often influence its functions, operations and performance in a significant way. Justify this statement and then discuss in what ways an organization may also shape the attitudes, values and behaviour of the individual.

(10 Marks)

1. What is your understanding of the term motivation? Focusing on two motivation theories/models, discuss the relevance of the motivation in management of performance in an organization. (10 Marks)
2. What is leadership? Attempt a critique of any three theories of leadership in an organization and clearly show the impact of leadership in performance of an organization. (10 Marks)

**QUESTION TWO (20 MARKS)**

1. Discuss the significance of effective communication in HR motivation and overall organizational performance. (10 Marks)
2. What is organizational culture? With examples, identify and discuss some of its major growth dynamics in an organizational setting. (10 Marks)

**QUESTION THREE (20 MARKS)**

What do you understand by the term ‘conflict’ in an organizational setting? Discuss in what form it is manifested in organizations and show how managers attempt to address it.

(20 Marks)

**QUESTION FOUR (20 MARKS)**

What are groups? Identify the various types of groups that emerge in an organizational setting and illustratively discuss their implications to performance of an organization. (20 Marks)

**QUESTION FIVE (20 MARKS)**

Organizational structure plays an important role in performance of an organization. Discuss. (20 Marks)