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**University Examinations 2015/2016**

SECOND YEAR, SECOND SEMESTER EXAMINATION FOR THE DEGREE OF BACHELOR OF COMMERCE, BACHELOR OF BUSINESS ADMINISTRATION

AND

THIRD YEAR FIRST SEMESTER EXAMINATION FOR THE DEGREE OF BACHELOR OF PURCHASING AND SUPPLIES MANAGEMENT AND BACHELOR OF BUSINESS INFORMATION TECHNOLOGY

**BFB 3251: ORGANIZAIONAL BEHAVIOUR**

**DATE: NOVEMBER 2015 TIME: 2HOURS**

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

**QUESTION ONE (30 MARKS)**

1. Explain various ways that employee motivation can be enhanced in a modern organization

(8 Marks)

1. Briefly describe the process of group formation/development and explain its implication to modern managers (8 Marks)
2. Discuss how a manager’s leadership style can influence organizational behaviour in the contemporary world (6 Marks)
3. Highlight various key factors that affect organizational effectiveness in the business world today

(8 Marks)

**QUESTION TWO (20 MARKS)**

1. It is said that personality influences organizational behaviour. Discuss (8 Marks)
2. Explain the rational decision model and show some of the biases that managers are likely to make in the process of decision making (8 Marks)
3. Briefly explain how values are formed and their effect on behaviour of individuals within an organization. (4 Marks)

**QUESTION THREE (20 MARKS)**

1. Discuss any **5** key strategies that managers use today to motivate skilled and professional

subordinates (10 Marks)

1. Analyze various factors that influence the choice of leadership styles to use in modern

organizations (10 Marks)

**QUESTION FOUR (20 MARKS)**

1. Culture is transmitted to employees in a number of forms. Discuss 4 key ways of transmitting and learning culture in organizations (8 Marks)
2. Discuss various reasons for employees to resist change in their work places (8 Marks)
3. Explain **4** negative effects of organizational politics on employees (4 Marks)

**QUESTION FIVE (20 MARKS)**

1. Discuss the importance of communication in enhancing organizational performance (10 Marks)
2. Explain **4** key strategies used by managers to manage work place stress (4 Marks)
3. Discuss **3** key determinants of an individual’s personality (6 Marks)