**MERU UNIVERSITY OF SCIENCE AND TECHNOLOGY**

**P.O. Box 972-60200 – Meru-Kenya.**

**Tel: 020-2069349, 061-2309217. 064-30320 Cell phone: +254 712524293, +254 789151411**

**Fax: 064-30321**

**Website:** [**www.must.ac.ke**](http://www.must.ac.ke) **Email:** **info@must.ac.ke**

**University Examinations 2014/2015**

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

AND

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

**BFB 3251: ORGANIZATIONAL BEHAVIOUR**

 **DATE: AUGUST 2015 TIME: 2HOURS**

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

**QUESTION ONE (30 MARKS)**

1. Briefly describe the importance of Organizational Behaviour to business management students (4 Marks)
2. Outline and explain three components of attitude and their application in business management (6 Marks)
3. Perception is occasionally used in judging other people unfairly. Identify common shortcuts in judging others and explain how you will manage them in the work place (10 Marks)
4. Discuss causes of executive stress in a work place. Propose feasible remedies to prevent occurrence of such stresses (10 Marks)

**QUESTION TWO (20 MARKS)**

1. Discuss key factors that influence group performance in an organization (10 Marks)
2. Explain cardinal tenets of situational leadership theory (SLT) by Hersey and Blanchard (10 Marks)

**QUESTION THREE (20 MARKS**

1. Discuss relevance and importance of expectancy theory by Victor Vroom in business management (10 Marks)
2. As a manager, explore various functional ways of motivating employees in an organization (10 Marks)

**QUESTION FOUR (20 MARKS)**

1. In some organizations, politicking is overt and rampant, while in others, politics plays a small role in influencing outcomes. Discuss individual and organizational factors that influence political behaviour in modern organizations (10 Marks)
2. Discuss five key factors that influence high levels of job satisfaction among modern workers. Give relevant illustrations (10 Marks)

**QUESTION FIVE (20 MARKS)**

1. A number of barriers can retard or distort effective communication. Using relevant illustrations, discuss any five of the key barriers (10 Marks)
2. Culture is transmitted to employees in a number of forms. Discuss four effective ways used in the modern world of business to transmit culture (6 Marks)
3. Managers may use various interventions in handling a conflict within an organization. Discuss four of such interventions (4 Marks)