



MASENO UNIVERSITY
UNIVERSITY EXAMINATIONS 2017/2018

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

CITY CAMPUS

ABA 201: BEHAVIOURAL SCIENCE

Date: 3rd May 2018

Time 5.30 - 7.30pm

INSTRUCTIONS:

- Answer Question ONE and any other THREE questions.
- Question ONE carries 25 Marks and the rest 15 Marks each.



QUESTION ONE

- a) Explain relevance of behavioural science knowledge to management of organizations. (10 mks)
- b) Using Sigmund Freud's model, explain components of personality. (10mks)
- c) Describe modern views on organizational behavior. (5mks)

QUESTION TWO

- a) Describe group formation process and their implications. (10mks)
- b) Explain relevance of expectancy theory to managers in organizations (5mks)

QUESTION THREE

- a) Explain stress management strategies by organizations. (10mks)
- b) Describe strategies for solving group conflicts. (5mks)

QUESTION FOUR

- a) Discuss modern approaches to leadership which can be used in organizations (10 mks)
- b) Describe sources of power in organization. (5mks)

QUESTION FIVE

- a) Organizations should have a culture as source of identification. Describe symbols of organizational culture. (10mks)
- b) Explain why organizations need to learn. (5mks)

QUESTION SIX

- (a) Discuss challenges to organizational change and development. (10mks)
- (b) Describe characteristics of effective leaders. (5 mks)