MASENO UNIVERSITY

UNIVERSITY EXAMINATIONS 2017/2018

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

CITY CAMPUS - EVENING

ABA 201: BEHAVIOURAL SCIENCE

Date: 17ᵗʰ January, 2018   Time: 5.30 - 7.30pm

INSTRUCTIONS:

- Answer Question ONE and any other THREE

QUESTION ONE

a) Describe the origins of behavioral science. (10 mks)

b) Explain causes of individual differences and how they should be taken care of at work place. (10mks)

c) Discuss factors that affect perception process. (5mks)

QUESTION TWO

a) Explain reasons for group formation in organizations. (10mks)

b) Describe causes of group conflicts suggesting how such causes can be avoided. (5mks)

QUESTION THREE

a) Explain effects of stress at work place. (10mks)

b) Describe stress management strategies that individuals can use at work place. (5mks)

QUESTION FOUR

a) Discuss styles of leadership and conditions that they are best applicable. (10 mks)

b) Describe forms of politics at work and how managers can manage such politics (5mks)

QUESTION FIVE

a) Organizations should have a culture as source of identification. Discuss functions of organizational culture. (10mks)

b) Explain relevance of expectancy theory in motivating employees. (5mks)

QUESTION SIX

a) Discuss causes of organizational change and its benefits. (10 mks)

b) Describe ways through which organizational members learn. (5 mk)