



MASENO UNIVERSITY

UNIVERSITY EXAMINATIONS 2017/2018

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

MAIN CAMPUS

ABA 201: BEHAVIOURAL SCIENCE

Date: 22nd February, 2018

Time: 3.30 - 6.30pm

INSTRUCTIONS:

- Answer Question ONE and any other THREE



QUESTION ONE:

- (a.) Describe four factors that influence organizational behaviour. (7 Marks)
- (b.) Examine the methods of studying organizational behaviour. (8 Marks)
- (c.) Discuss the 'Big Five Factors' model of personality assessment. (10 Marks)

QUESTION TWO:

- (a.) Explain 'Fielder's Contingency Theory' as a tool of understanding organizational behaviour. (7 Marks)
- (b.) Describe three forms of personality disorders. (8 Marks)

QUESTION THREE:

- (a.) Assess the positive and negative outcomes of organizational conflict. (8 Marks)
- (b.) Explain four methods of job enrichment. (7 Marks)

QUESTION FOUR:

- (a.) Describe the techniques of learning. (8 Marks)
- (b.) Assess the aspects that influence organizational ethical values. (7 Marks)

QUESTION FIVE:

- (a.) Describe methods of managing organizational change. (7 Marks)
- (b.) Describe the four stages in group formation. (8 Marks)

QUESTION SIX:

- (a.) Describe options that may be used to change personal behaviour. (8 Marks)
- (b.) Explain the bases for organizational power. (7 Marks)