

The Co-operative University of Kenya
END OF SEMESTER EXAMINATION AUGUST - 2018
EXAMINATION FOR THE DIPLOMA IN BUSINESS ADMINISTRATION
(YR I SEM II)
UNIT CODE: DMBA 1203
UNIT TITLE: ORGANIZATION BEHAVIOUR

DATE: 27TH AUGUST 2018

TIME: 9:00 AM – 11:00 AM

INSTRUCTIONS:

- Answer question **ONE (compulsory)** and any other **TWO** questions

QUESTION ONE

- (a) Explain how the following disciplines contributes to organization behavior
 - i. Economics (3 marks)
 - ii. Anthropology (3 marks)
- (b) Outline the current trends in organizations that are likely to influence organization behavior (6 marks)
- (c) What are the major personality attributes influencing organization behavior (8 marks)
- (d) Explain the functions of attitude in a work environment (6 marks)
- (e) Highlight and explain any **FOUR** characteristics of organization culture (4 marks)

QUESTION TWO

- (a) Using a diagram describe the matrix organization structure and clearly bring out the advantages and disadvantages claimed by the structure (14 marks)
- (b) Explain **THREE** strategies that a manager can use the handle conflicts in an organization (6 marks)

QUESTION THREE

- (a) Individuals are employed by organization but in the work station individuals invariably work together in groups. Explain the factors that determine the behavior and success of groups in an organization (10 marks)
- (b) Explain the bases of power in an organization (10 marks)

QUESTION FOUR

- (a) Organizational politics in actions not officially approved by an organization taken to influence other in order to meet one's personal goals. Describe how an employee responds to organizational politics (8 marks)
- (b) Explain any **THREE** leadership styles that a manager can use in an organization (12 marks)

QUESTION FIVE

- (a) Explain how a manager can use Abraham Maslow's theory to motivate employees (10 marks)
- (b) Identify and describe any **FIVE** barriers of effective communication in organization and clearly explain how the barriers can be overcome (10 marks)