

The Co-operative University of Kenya

END OF SEMESTER EXAMINATION DECEMBER-2018

**EXAMINATION FOR THE DEGREE OF BACHELOR OF CO-OPERATIVE
BUSINESS**

UNIT CODE: HCOB 2202

UNIT TITLE: ORGANIZATIONAL BEHAVIOUR

DATE: DECEMBER, 2018

TIME:

INSTRUCTIONS:

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

QUESTION ONE

- (a) Define the term organizational behavior (2 marks)
(ii) Briefly highlight why organizational behavior is important to a manager trainee (4 marks)
- (b) Define the term communication as used in organization behavior studies (2 marks)
(ii) Outline FOUR major functions of communication in an organization (4 marks)
- (c) Distinguish between the following terms
(i) formal groups and informal groups (4 marks)
(ii) Intrinsic motivators and extrinsic motivators (4 marks)
(iii) Intellectual abilities and physical abilities (2 marks)
- (d) What is the meaning of the term perception (2 marks)
(ii) Describe any FOUR factors that affect perceptual interpretation (4 marks)

QUESTION TWO

- (a) Explain the main significances of organization culture in an organization (10 marks)
(b) Explain in details how you can enhance employees motivation in an organization (10 marks)

QUESTION THREE

- (a) Discuss the sources of power in an organization (10 marks)
(b) Explain the role of leadership in an organization's performance (10 marks)

QUESTION FOUR

- (a) Discuss SIX barriers to interpersonal communication and suggest how you as a manager can overcome them (12 marks)
(b) Explain any FOUR non-verbal cues that can commonly be used by managers in an organization (8 marks)

QUESTION FIVE

- (a) Explain the change management process in an organization (15 marks)
(b) Briefly explain FIVE types of power that will exist in an organization (5 marks)