



**The Co-operative University College of Kenya**  
(A Constituent College of Jomo Kenyatta University of Agriculture & Technology)

**SUPPLEMENTARY/SPECIAL EXAMINATION -2016**

**EXAMINATION FOR THE DEGREE OF BACHELOR OF COMMERCE**

**UNIT CODE: HBC 2209**

**UNIT TITLE: ORGANIZATIONAL BEHAVIOUR**

**DATE:**

**TIME: 2 HOURS**

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**INSTRUCTIONS:**

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

**QUESTION ONE**

- (a) Explain the following concepts
- Motivation (2 marks)
  - Ability (2 marks)
  - Formal groups (2 marks)
  - Role perception (2 marks)
- (b) Distinguish between the following terms:
- Group think and social loafing (4 marks)
  - Organizational and Organizational behaviour (4 marks)
  - Transactional leadership and transformational leadership (4 marks)
- (c) Briefly explain job satisfaction (5 marks)
- (d) Briefly explain why people join groups (5 marks)

**QUESTION TWO**

- (a) Explain the difference between management and leadership (6 marks)
- (b) Briefly explain the term 'followership' what are the contributions a follower makes (4 marks)
- (c) Discuss the sources of power in an organization (10 marks)

**QUESTION THREE**

- (a) Discuss the sources of intergroup conflicts (10 marks)
- (b) Justify whether conflicts are necessary or not (10 marks)

**QUESTION FOUR**

- (a) Explain the various communication barriers and how they can be eliminated (10 marks)
- (b) Explain 'noise' in communication and sources of noise in communication (6 marks)
- (c) Explain briefly the following terms:
- Formal communication (2 marks)
  - Informal communication (2 marks)

**QUESTION FIVE**

- (a) Employee resistance is a symptom not a problem, in the change process. What are some of the real problems that may underlie employees resistance? (10 marks)
- (b) Explain external and internal forces that induce change in the organization (10 marks)