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KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2022/2023 ACADEMIC YEAR
THIRD YEAR, SECOND SEMESTER EXAMINATION
FOR THE DEGREE OF BACHELOR OF BUSINESS INFORMATION TECHNOLOGY

Date: 1st August, 2022
Time: 8.30am –10.30am

KBA 2315 - ORGANIZATIONAL BEHAVIOUR

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- a) Briefly explains four factors that are determinants of personality. (8 Marks)
- b) Briefly discuss types of leadership styles. (8 Marks)
- c) Briefly discuss three theories of leadership. (6 Marks)
- d) Discuss four environmental factors that affect organization behaviour. (8 Marks)

QUESTION TWO (20 MARKS)

- a) Discuss five distinguished features of organization. (10 Marks]
- b) Explain five environmental determinants of organizational goals. (10 Marks)

QUESTION THREE (20 MARKS)

- a) Discuss five factors that influence learning process. (10 Marks)
- b) Briefly explains and draws Maslow's need hierarchy theory (10 Marks)

QUESTION FOUR (20 MARKS)

- a) Discuss McGregor's participation model of theory X and Theory Y. (10Marks)
- b) Discuss the organizational behavior models. (10 Marks)

QUESTION FIVE (20 MARKS)

- a) Discuss six conclusions and implications of Hawthorne experiments. (12 Marks)
- b) Discuss four applicable importance of studying organization behavior in real organization. (8 Marks)