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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 AND INFORMATION
TECHNOLOGY

Date: 8th December, 2022
Time: 11.30am –1.30pm

KBA 2315 - ORGANIZATIONAL BEHAVIOUR

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

CASE STUDY-BUSINESS MANAGEMENT PRACTICES

Padagam is a consultancy company that deals with management practices. It has been approached by Kilulo limited to conduct training to their staff members in regards to organization behavior due to a high rate of poor relationships among employees as well as a high employee turnover. The company wants find out the cause of all these so that they can prevent a future recurrence of the same. As the consultancy company Padagam limited gave out questionnaires tackling the internal issues the employees in that organization are facing. To their dismay most of them complained about poor management practices, stress and a high level of conflict between employees and the management. As a result, they were forced to hold a meeting first with the management then after coming up with the way forward they proceeded with their training.

- a) From the excerpt above describe which organizational elements the businessmen should be cognizant of. (3 Marks)
- b) Explain ways in which the management of this organization can foster effective organization behavior among its employees. (3 Marks)
- c) Highlight some of the ways Kilulo can advise Padagam limited to manage the stress of its employees. (6 Marks)
- d) Padagam employees complained about high levels of conflict, discuss the major causes of conflicts in an organization. (6 Marks)
- e) As Kilulo limited advice Padagam limited on the vital elements of organizational behaviour. (6 Marks)
- f) Highlight the importance of having organizational theory and behaviour knowledge in running an organization like Padagam Limited. (6 Marks)

QUESTION TWO (20 MARKS)

- a) Discuss what major behavioural discipline contribute to organizational behaviour. (10 Marks)
- b) Learning is a process that brings changes in behavior, based on experience. Discuss its theories in organization behavior. (10 Marks)

QUESTION THREE (20 MARKS)

- a) Managers shape the behaviour of employees, meaning that the change of behaviour happens in steps, and each step is reinforced. Examine the four main shaping behaviour elements managers use. (10 Marks)
- b) Attitudes are evaluations, judgments and opinions about people/objects/states/events. Discuss the three main components of attitudes. (10 Marks)

QUESTION FOUR (20 MARKS)

- a) Explain the major job attributes in organizational behavior. (10 Marks)
- b) Discuss the four stages of group formation in organizational behaviour. (10 Marks)

QUESTION FIVE (20 MARKS)

- a) Examine the various categories of work team characteristics that make a team effective. (10 Marks)
- b) Discuss the various challenges and opportunities of organizational behaviour. (10 Marks)