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KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2017/2018 ACADEMIC YEAR
FOURTH YEAR, SECOND/FIRST SEMESTER EXAMINATION
FOR THE **DEGREE** OF BACHELOR OF SCIENCE
(BUSINESS ADMINISTRATION)

UNIT CODE: KGM 305
UNIT TITLE: **ORGANISATIONAL BEHAVIOUR**
EXAM TYPE: Main
CAMPUS : WESTLANDS
LECTURERS NAME: RUTH KIMEU
LECTURES CONTACT: 0733 446229

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- a) Define the following terms:
 - i) Organizational Behavior (OB) (2 Marks)
 - ii) Power (2 Marks)
 - iii) Learning (2 Marks)
 - iv) Perception (2 marks)

- b) Differentiate between a team and a group (2 marks)
- c) State and briefly explain at least 5 types of leadership styles (10 Marks)
- d) Outline the factors related to the perceiver that affect perception (5 marks)
- e) Describe the five dysfunctions of a team (5 Marks)

QUESTION TWO (20 MARKS)

- a) State and explain any 5 factors that determine organisational culture (5 Marks)
- b) Evaluate the various types of leadership styles (15 Marks)

QUESTION THREE (20 MARKS)

- a) Enumerate Herzberg's motivation theory (10Marks)
- b) Describe the five common strategies for minimizing and resolving conflicts (Conflict management Techniques) in an organization (10 Marks)

QUESTION FOUR (20 MARKS)

- a) Decisions made by the members of the group in a collective way is known as group decision making.
 - i) State the three Styles of Group Decision Making (3 Marks)
 - ii) Discuss the advantages and disadvantages of consensus group decisions (7 Marks)
- b) Personality is defined as the sum total of ways in which an individual reacts to and interacts with others. Briefly discuss the big five personality traits (10 Marks)

QUESTION FIVE (20 MARKS)

- a) Discuss the stages of group development (10 Marks)
- b) Critique the various sources of power (10 Marks)