



KIBABII UNIVERSITY COLLEGE (KIBUCO)

MAIN CAMPUS

**UNIVERSITY EXAMINATIONS
2014 /2015 ACADEMIC YEAR**

THIRD YEAR FIRST SEMESTER EXAMINATIONS

MAIN EXAMINATION

FOR THE DEGREE

OF

BACHELOR OF COMMERCE

COURSE CODE: BCO 301

COURSE TITLE: ORGANIZATIONAL BEHAVIOUR

DATE: 20TH January 2015

TIME: 8.00 -10.00 A.M

INSTRUCTIONS TO CANDIDATES:

Answer Question ONE and any other Three Questions

TIME: 2 Hours

Question 1

(a) Define the following terms:

- (i) Organizational Behaviour (1 mark)
- (ii) Organizational Culture (1 mark)
- (iii) Organizational Structure (1 mark)
- (iv) Departmentalization (1 mark)
- (v) Group think (1 mark)

(b) Organizations are social systems. Discuss the key elements of Organizational behaviour.

(10 marks)

(c) What are the advantages and disadvantages of employing type A Personality and type B Personality in organization?

(15 marks)

Section B. Answer any two questions (40 marks)

Question 2

Explain group dynamics and emphasize the various methods of eliciting synergy in getting group output.

(20 marks)

Question 3

Describe the types of communication barriers that exist within organization and the suitable methods to overcome such barriers.

(20 marks)

Question 4

State and explain the major sources of power and their capacity to influence the followers.

(20 marks)

Question 5

Outline Fielder's contingency model of leadership and its relevance in today's business environment.

(20 marks)