



**KIBABII UNIVERSITY COLLEGE**

*(A Constituent College of Masinde Muliro University of Science Technology)*

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**UNIVERSITY EXAMINATIONS**

**2012/ 2013 ACADEMIC YEAR**

**FOR THE DIPLOMA OF  
BUSINESS MANAGEMENT**

**COURSE CODE:** DBA 100

**COURSE TITLE:** ORGANIZATIONAL BEHAVIOUR

**DATE:** 22<sup>nd</sup> August 2013

**TIME:** 2.00pm – 5.00pm

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**Instructions to Candidates**

- Answer question **ONE** (compulsory) and any other **TWO** questions
- Question one attracts 30 marks
- Time allowed is TWO Hours
- All other questions attract equal marks (20 marks)

### QUESTION ONE

- a) i) Define organizational Behavior (2 marks)  
ii) What are the four basic assumptions, which you come across during the study of this subject in Kibabii University College? (4 marks)
- b) i) Explain three different types of conflicts (6 marks)  
ii) Discuss the two sources of conflict and two strategies for resolving conflicts in your organization (8 marks)
- c) i) Describe two leadership style (6 marks)  
ii) What kind of leadership style is best suited for production oriented organization like Mumias Sugar Company? Give three reasons (4 marks)

### QUESTION TWO

- a) Discuss any four reasons why people could resist change? (8 marks)
- b) i) Describe three managerial skills (6 marks)  
ii) Discuss the roles these skills could play in building Kibabii University College (6 marks)

### QUESTION THREE

- a) Discuss any four fields that have contributed to the field of organizational behavior (8 marks)
- b) i) Explain the process of communication (6 marks)  
ii) Discuss any three barriers of communication (6 marks)

### QUESTION FOUR

- a) Discuss the following theories in light of organizational behavior
  - i. Systems approach (3 marks)
  - ii. Theory of X and Y (3 marks)
  - iii. Herzberg Two Factor Theory (2 marks)
- b) Explain three different types of organizational structures (12 marks)

### QUESTION FIVE

Write brief notes on any five of the following concepts (20 marks)

- a) Organizational behavior
- b) Motivation
- c) Decision making
- d) A group
- e) Power and Politics
- f) Organizational structure
- g) Group level of analysis