



# **SOUTH EASTERN KENYA UNIVERSITY**

## **UNIVERSITY EXAMINATIONS 2017/2018**

### **SECOND SEMESTER EXAMINATION FOR THE DEGREE OF BACHELOR OF COMMERCE**

**DBA 303: ORGANIZATIONAL BEHAVIOUR**

**DATE: 16<sup>TH</sup> APRIL, 2018**

**TIME: 1.30-3.30PM**

**INSTRUCTIONS:**

**Answer Question ONE and any other TWO Questions**

**TIME: 2 Hours**

**SECTION A; COMPULSORY FOR A TOTAL OF 30 MARKS**

- a. Describe atleast **THREE** current trends facing organizations today that have made it necessary for managers to study organization behavior **{6 Marks}**
- b. You have been appointed as the managing director of XYZ company ltd and the first challenge you face is how to deal with dissatisfied employees in the organisation whose levels of performance have gone down. Explain **FIVE** ways you would use to motivate them in order to improve their performance **{10 Marks}**
- c. Every member of an organization is different in the way they view reality and handle issues due to different personalities. Define the term personality and describe **THREE** of its determinants **{8 Marks}**
- d. Explain **THREE** reasons behind the emergence of informal groups in formal organisations **{6 Marks}**

**SECTION B: ANSWER ANY TWO QUESTIONS FOR A TOTAL OF 40 MARKS**

**QUESTION TWO**

- a. Define organization culture and discuss the stages of organization culture formation clearly explaining the milestones each stage has to achieve **{10 Marks}**
- b. All individuals working in an organization inevitably work in groups. Define a group and discuss the five stages of group formation **{12 Marks}**

**QUESTION THREE**

- a. Successful managers are effective leaders. Discuss the role of leadership in organisational growth and profitability **{10 Marks}**
- b. Managers use various power tactics to serve and protect their own interests in organizations. Discuss the FIVE most commonly used political tactics **{10 Marks}**

**QUESTION FOUR**

- a. Elaborate TEN barriers to effective communication in context of organisational behaviour **{10 Marks}**
- b. Discuss FIVE difference between formal and informal groups in their way of operations **{10 Marks}**

**QUESTION FIVE**

- a. Current day employees are faced with multiple responsibilities and striking a balance is sometimes difficult resulting in stress. Define stress and discuss FIVE ways of coping with stress **{10 Marks}**
- b. Superior performing employees begin to feel their efforts are appreciated when rewarded. Briefly explain FIVE frequently used organisational rewards **{10 Marks}**