



# **MURANG'A UNIVERSITY OF TECHNOLOGY**

## **SCHOOL OF BUSINESS AND ECONOMICS**

### **DEPARTMENT OF HUMAN RESOURCE MANAGEMENT**

**UNIVERSITY ORDINARY EXAMINATION**

**2024/2025 ACADEMIC YEAR**

**THIRD YEAR FIRST SEMESTER EXAMINATION FOR BACHELOR  
OF SCIENCE IN HRM, BPSM, TOURISM, AND BED ARTS**

**BHR 303 – ORGANISATIONAL BEHAVIOUR**

**DURATION: 2 HOURS**

#### **INSTRUCTIONS TO CANDIDATES:**

1. Answer question ONE and any other two questions.
2. Mobile phones are not allowed in the examination room.
3. You are not allowed to write on this examination question paper.

## **SECTION A – ANSWER ALL QUESTIONS IN THIS SECTION**

### **QUESTION ONE (30 MARKS)**

- a. State five personal characteristics that affect perception. (5 marks)
- b. Highlight five causes of conflicts in an organization. (5 marks)
- c. State five hindrances of communication in an organization. (5 marks)
- d. State five ways of managing stress in workplace. (5 marks)
- e. Give five reasons why TEAMS perform better than groups in an organization. (5 marks)
- f. Managers should have a good understanding of organization behaviour suggest five reasons. (5 marks)

## **SECTION B – ANSWER ANY TWO QUESTIONS IN THIS SECTION**

### **QUESTION TWO (20 MARKS)**

- a. Discuss the group formation process. (10 marks)
- b. Explain how Abraham Maslow theory of motivation can be applicable in an organization today. (10 marks)

### **QUESTION THREE (20 MARKS)**

- a. A permanent change in behaviour indicates that learning has taken place in view of statement. Discuss the classical conditioning theory and its implication in an organization. (10 marks)
- b. When we observe people, we are tempted to develop a perception and an explanation of why they behave the way they do. Explain how the Halo effect, the attribution theory, projection and contrast effects are used to determine perception. (10 marks)

### **QUESTION FOUR (20 MARKS)**

- a. Explain why communication is vital in determining organization behaviour. (10 marks)
- b. Discuss at least five factors that hinder change in an organization. (10 marks)