



MERU UNIVERSITY OF SCIENCE AND TECHNOLOGY

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University Examinations 2023/2024

SECOND YEAR SECOND SEMESTER EXAMINATION FOR THE DEGREE OF
BACHELOR OF BUSINESS ADMINISTRATION, BACHELOR OF SCIENCE IN
ECONOMICS AND BACHELOR OF COMMERCE

BFB 3251: ORGANIZATIONAL BEHAVIOUR

DATE: APRIL 2024

TIME: 2 HOURS

INSTRUCTIONS: Answer question *one* and any other *two* questions

QUESTION ONE (30 MARKS)

- Organizational behaviour is interdisciplinary function in that several disciplines configure to its study Explain any four (4) discipline that contribute to the study of organizational behavior (8 marks)
- Explain the meaning of the term perception, attitude and values as used in organizational behaviour (6 marks)
- Informal groupings are beneficial to an organization. Argue out this statement (8 marks)
- Managers must at all times ensure that the organization maintains a positive culture at all times. Describe four (4) ways on how an organization can inculcate positive attitude in their culture (8 marks)

QUESTION TWO (20 MARKS)

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Page 1

- a) Examine the factors to consider in making a choice of organizational design in an organization (10 marks)
- b) Formal groups have become an essential factor in the organizational environment. A carefully selected member joins well-informed individuals in a group setting to complete an important task. With this regard. Describe five (5) techniques through which superior performance can be encouraged in a group (10 marks)

QUESTION THREE (20 MARKS)

- a) Explain five (5) ways in which leadership effectiveness can be improved (10 marks)
- b) Understanding the various political tactics employed in different contexts is essential for comprehending the dynamics of political decision-making and power structures. Discuss five (5) strategies and methods employed by individuals, groups, or organizations to achieve their political goals (10 marks)

QUESTION FOUR (20 MARKS)

- a) "It is Important for the manager to understand the sources of power" in reference to the statement discuss five (5) common ways in which power is used in our organizations today (10 marks)
- b) Explain the operant conditioning theory Indicating its relevance to today's managers (10 marks)

QUESTION FIVE (20 MARKS)

- a) Discuss five (5) guidelines you would give to a manager who is attempting to change employee attitude (10 Marks)
- b) "Two individuals may look at the same thing, yet perceive it differently." Discuss factors influencing employee perception in an organization (10 marks)