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UNIVERSITY EXAMINATIONS 2024/2025

SECOND YEAR, FIRST SEMESTER EXAMINATION FOR DIPLOMA IN BUSINESS
ADMINISTRATION

BFD 2302: ORGANIZATIONAL BEHAVIOUR

DATE: DECEMBER 2024

TIME: 1 ½ HOURS

INSTRUCTIONS: *Answer Question ONE (compulsory) and any other TWO Questions.*

QUESTION ONE - (30 MARKS)

- a) Define organizational behaviour. (2 Marks)
- b) Describe the three key importance of organizational behaviour. (6 Marks)
- c) Different individuals have different thinking styles, feelings and objectives. Citing appropriate examples discuss reasons why people perceive things different in an organization. (8 Marks)
- d) With use of examples discuss the components of attitude in organization behaviour. (6 Marks)
- e) Explain factors that influence group performance within an organization. (8 Marks)

QUESTION TWO - (20 MARKS)

- a) Human learning is a complex process involving numerous internal and external factors. Explain the factors that affect learning in an organization. (10 Marks)

- b) Stress can impact an individual mentally and physically and so can decrease employee efficiency. Citing examples discuss sources of stress at work place. (10 Marks)

QUESTION THREE - (20 MARKS)

- a) Discuss five causes of organization change. (10 Marks)
- b) Discuss five reasons why modern employees may resist change and advise managements various strategies they can use to overcome such resistance. (10 Marks)

QUESTION FOUR (20 MARKS)

- a) State and explain five characteristics of culture. (10 Marks)
- b) Discuss factors affecting group cohesion in an organization. (10 Marks)

QUESTION FIVE – (20 MARKS)

- a) State and explain the three main styles of leadership. (6 Marks)
- b) Discuss three characteristics of a good leaders. (6 Marks)
- c) Discuss the importance of moral values and ethics in the organization. (8 Marks)