



*Inspiring Innovation and Leadership*

**KARATINA UNIVERSITY**

**UNIVERSITY EXAMINATIONS**

**THIRD YEAR, FIRST SEMESTER EXAMINATION**

**2023/2024 ACADEMIC YEAR**

**FOR THE DEGREE OF:**

**BACHELORS OF BUSINESS MANAGEMENT**

**BACHELORS OF COMMUNICATION AND PUBLIC RELATIONS**

**BACHELORS OF EDUCATION (ARTS)**

**BACHELORS OF HEALTH MANAGEMENT SYSTEM**

**COURSE CODE: BBM 360/CCM 304/BHS 316**

**COURSE TITLE: ORGANIZATIONAL BEHAVIOUR**

**DATE: 22/12/2023**

**TIME: 8.00 AM – 10.00 AM**

---

**INSTRUCTIONS TO CANDIDATES**

**SEE INSIDE**

## ANSWER QUESTION ONE AND ANY OTHER THREE QUESTIONS

### CASE STUDY

Askah Nyambeki wants to be a manager. She enjoyed her Accounting, Finance and Marketing courses. Each of these provided her with some clear-cut answers. Now the professor in her organizational behaviour course is telling her that there are really very few clear-cut answers when it comes to managing people. He continues to explain that individual behavior is influenced by several factors that a manager must understand in order to influence people's behavior towards organizational success. The professor has discussed some of the emerging challenges and the historical background and ways that behavioural science concepts play a big role in the course. Askah is very perplexed. She came to school to get answers on how to be an effective manager, but this course surely doesn't seem to be heading in that direction

In one of the text books that Askah read, she came across the following case:

A certain employee of a given large company made the following comments "This job isn't right for me. I like to have more input on decisions that affect me. I don't get enough feedback on if I am doing a good job or not, and the company keeps people in the dark about where it is headed. Basically I feel like an interchangeable part most of the time".

### QUESTION ONE

- a. Show by illustrating from the case how a course in organizational behavior is going to make Askah a better manager. (10marks)
- b. The professor starts off with a brief overview of emerging challenges. Explain some of these organizational challenges that Askah is likely to face as a manager. (5marks)
- c. Explain to Askah in detail **the** factors that influence individual behavior in an organization. 5mks
- d. What lessons can the management of the company learn from this case (5marks)

### QUESTION TWO

- a. Explain how organizational behavior is related with any other seven fields (7 marks)
- b. Discuss eight differences between your discussion group and the human resource department in an organization (8marks)

### QUESTION THREE.

- a. Discuss six factors that influences the development of the personality of an individual  
(6marks)
- b. Explain the four stages of group formation  
(8marks)
- c. Differentiate between attitude and personality  
(1marks)

### QUESTION FOUR.

- a. Explain the three levels of analysing organization behaviour  
(3marks)
- b. Discuss six attitude gaining sources that may influence the altitude an individual may have towards a given subject  
(12marks)

### QUESTION FIVE

- a. Explain the importance of studying organizational behaviour. 10 marks
- b. List the characteristics of Weber's Bureaucracy Theory of management 5 marks

### QUESTION SIX

- a. Analyze five different types of power found in organizations and explain the effect of each power type on organizational behavior .10mks
- b. Explain the role played by values in influencing individual behavior in organization. 5mks