



GARISSA UNIVERSITY

**UNIVERSITY EXAMINATION 2017/2018 ACADEMIC YEAR TWO
FIRST SEMESTER EXAMINATION**

SCHOOL OF BUSINESS AND ECONOMICS

FOR THE DEGREE OF BACHELOR OF BUSINESS MANAGEMENT

COURSE CODE: BHR 202

COURSE TITLE: ORGANIZATIONAL BEHAVIOUR

EXAMINATION DURATION: 3 HOURS

DATE: 06/12/17

TIME: 09.00-12.00 PM

INSTRUCTION TO CANDIDATES

- **The examination has SIX (6) questions**
- **Question ONE (1) is COMPULSORY**
- **Choose any other THREE (3) questions from the remaining FIVE (5) questions**
- **Use sketch diagrams to illustrate your answer whenever necessary**
- **Do not carry mobile phones or any other written materials in examination room**
- **Do not write on this paper**

This paper consists of TWO (2) printed pages

please turn over



QUESTION ONE (COMPULSORY)

- (a) i) What is meant by organizational behavior [2 marks]
ii) Describe the five main disciplines that contribute to the study of organizational behavior [10 marks]
- (b) Why is it important for a practicing human resource manager to study organizational behavior [10 marks]
- (c) State and explain briefly three factors that could influence organizational behavior [3 marks]

QUESTION TWO

- (a) Outline five characteristics of decision making in organization [5 marks]
(b) Name and describe the first five stages in decision making in organizations [10 marks]

QUESTION THREE

- (a) State and explain two attributes of a good leader [4 marks]
(b) Name and describe two types of leadership in organizations [4 marks]
(c) Explain any seven importance of leadership in organization [7 marks]

QUESTION FOUR

- (a) Explain briefly the four elements of communication process [8 marks]
(b) Name and describe the five types of communication in organizations [5 marks]
(c) State two functions of communication in an organization [2 marks]

QUESTION FIVE

- (a) In your opinion state seven reasons why people join groups [7 marks]
(b) Describe the four stages of group development [8 marks]

QUESTION SIX

- (a) Identify and explain at least five types of power possessed by individuals/leadership. [10 marks]
(b) State five ways of minimizing organizational politics [5 marks]

