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**GARISSA UNIVERSITY**

**UNIVERSITY EXAMINATION 2017/2018 ACADEMIC YEAR THREE**

**SECOND SEMESTER EXAMINATION**

**SCHOOL OF BUSINESS AND ECONOMICS**

**FOR THE DEGREE OF BACHELOR OF BUSINESS MANAGEMENT**

**COURSE CODE: BBM 360**

**COURSE TITLE: ORGANIATION BEHAVIOUR**

**EXAMINATION DURATION: 3 HOURS**

**DATE: 10/08/18 TIME: 09.00-12.00 PM**

**INSTRUCTION TO CANDIDATES**

* **The examination has FIVE (5) questions**
* **Question ONE (1) is COMPULSORY**
* **Choose any other THREE (3) questions from the remaining FOUR (4) 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)**

1. Explain any five disciplines that have contributed to the study of organization

Behavior **[10 marks]**

1. Evaluate the benefits of studying organization behavior to an organization **[5 marks]**
2. Analyze factors that affect the learning of employees in an organization **[10 marks]**

**QUESTION TWO**

1. High level of stress workforce in an organization can affect productivity; evaluate the possible sources of stress in an organization. **[10 marks]**
2. Highlight on the factors contributing to building of an effective team in an Organization **[5 marks]**

**QUESTION THREE**

1. Groups are very important in an organization, discusses the five stages of group formation **[10 marks]**
2. Identify any five sources of power in an organization **[5 marks]**

**QUESTION FOUR**

1. Conflict can be a hindrance to the achievement of the organization goals. Explain five causes of conflict in an organization. [**10 marks]**
2. Identify five benefits of motivation in an organization **[5 marks]**

**QUESTION FIVE**

1. ‘Change is inevitable’ describe the five steps involved in the change process **[10 marks]**
2. State the factors that may influence one’s perception during perception process **[5 marks]**

**QUESTION SIX**

1. Briefly explain the circumstances under which a manager can apply laissez-faire style of leadership in the organization. **[10 marks]**
2. Establish any five characteristics of an healthy organization culture. **[5 marks]**