



SCHOOL OF PROFESSIONAL STUDIES

BACHELOR OF COMMUNITY DEVELOPMENT

UNIT CODE: BCD 411, UNIT NAME: ORGANIZATIONAL BEHAVIOUR

September – December 2018/2019 End Semester Exam - Time: 2 Hours

Instructions: Answer Question ONE (Compulsory) and any other TWO questions.

Question 1.

You are a lead consultant with BUZWELL Consultants, a leading business consultant firm in Kenya. You have been invited to give a key note address in an annual conference for senior managers from hospitality industry. You are required to explore generally on 'Organizational behaviour – the key to unlock organization's potential'.

- i. Briefly discuss being for or against the statement- 'Organizational behaviour – the key to unlock organizations potential' { 7 marks}
- ii. Discuss why it is important for organizations to embrace organizational behaviour {8 marks}
- iii. Clearly discuss at least four factors that affect organizational behaviour {8 marks}
- iv. Discuss the various steps involved in decision making in an organization {7marks}

Question 2.

Organizational behaviour like any other discipline is guided by some fundamental concepts.

- i. Clearly discuss at least four fundamental concepts of organizational behaviour {8 marks}

- ii. Briefly discuss at least three other contributing disciplines in the field of organizational behaviour. { 7marks}

Question 3.

Job satisfaction is key to the progress of any organization. In the study of organizational behaviour, the job satisfaction is a key element.

- i. Briefly explain what is meant by job satisfaction { 3 marks}
ii. Clearly discuss at least four effects of low job satisfaction { 8 marks}
iii. Discuss how an organization can overcome low job satisfaction { 4 marks}

Question 4.

Communication in organizations has to be well structured and to some extent a communication channels well established.

- i. Briefly discuss at least three functions of communication in organizations { 6marks }
ii. Clearly discuss the three communication directions used in organizations {6 marks}
iii. Discuss what measures leaders should take to avoid communication breakdown {4 marks}

Question 5.

There has been a debate in the field of organizational behaviour's group dynamics on the issue of whether a group or a team are terms which are synonymous.

- i. Clearly discuss being for or against the statement above. { 4 marks}
ii. In reference to mutuality of interest, discuss the individual versus organization. {6 marks}
iii. Briefly discuss the limitations of organizational behaviour {5 marks}