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**University Examinations 2015/2016**

SECOND YEAR SECOND SEMESTER EXAMINATION FOR THE

DEGREE OF

BACHELOR OF COMMERCE

THIRD YEAR SECOND SEMESTER BACHELOR OF PURCHASING AND SUPPLIES MANAGEMENT

**BFB 3251: ORGANIZATIONAL BEHAVIOUR**

**DATE: AUGUST 2016 TIME: 2 HOURS**

**INSTRUCTIONS:** *Answer question* ***one*** *and any other* ***two***questions.

**QUESTION ONE (30 MARKS)**

1. Identify five sources of workplace stress and explain how modern management can deal with stress among their subordinates (10 marks)
2. Conflicts in organizations may arise due to individual perceptions among workers and supervisors. Discuss the common sources of intergroup conflicts in modern organizations (10 marks)
3. Discuss five political behaviors of managers who are determined to retain and acquire more power in organizations (10 marks)

**QUESTION TWO (20 MARKS)**

1. Effective communication is vital for influencing individual and group behavior in modern organizations. Discuss. (10 marks)
2. Discuss five factors that may contribute to group cohesion in modern organizations (10 marks)

QUESTION THREE (20 MARKS)

1. People perceive things differently and react accordingly. Using appropriate illustrations from various organizations in Kenya, briefly explain the internal and external factors that influence human perception (10 marks)
2. Illustrate five key characteristics of effective leaders in modern organizations (10 marks)

**QUESTION FOUR (20 MARKS)**

1. Work teams have common characteristics that shape the behavior of members within a group. Discuss five group properties common in all groups (10 marks)
2. A motivated employee is a productive worker. Discuss five key factors that influence motivation of workers in modern society. (10 marks)

**QUESTION FIVE (20 MARKS)**

1. With illustrations from Kenyan organizations, discuss five stages of group development.

(10 marks)

1. Ojuma has noted that his subordinates are always resisting every change he introduces regardless of perceived benefits. Discuss five possible reasons why workers resist change and advise him on various strategies he may employ to overcome such resistance in future. (10 marks)