



## MERU UNIVERSITY COLLEGE OF SCIENCE & TECHNOLOGY

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### University Examinations 2011/2012

SECOND YEAR, SECOND SEMESTER EXAMINATIONS FOR THE DEGREE OF  
BACHELOR OF COMMERCE, YEAR TWO, SEMESTER ONE, BACHELOR OF  
BUSINESS INFORMATION TECHNOLOGY AND YEAR THREE, SEMESTER ONE  
BACHELOR OF PURCHASING AND SUPPLIES MANAGEMENT

### HBC 2113/HPS 2302: ORGANISATIONAL BEHAVIOR

DATE: APRIL 2012

TIME: 2 HOURS

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

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#### QUESTION ONE (30 MARKS)

- State what you understand by interacting group process and explain techniques of a decision making process within a group. (10 Marks)
- Studies show that the relationship between cohesiveness and productivity depend on the norms established by the group. Explain five factors that managers in organizations use to make work groups more cohesive in their organizations (10 Marks)
- Briefly describe the communication process (10 Marks)

#### QUESTION TWO (20 MARKS)

- Individuals join or form groups in an organization for various reasons. Explain five such reasons (10 Marks)
- Group development passes through a standard sequence of five stages explain the five stages and their main characteristics (10 Marks)

#### QUESTION THREE (20 MARKS)

- Differentiate between theory X and theory Y as advanced by McGregor and explain how workers in an organization can be motivated in general terms. (15 Marks)
- Poor structural designs may lead to a number of dysfunctional behaviours that result in organizational ineffectiveness., explain this statement in relation to organization design strategies (5 Marks)

**QUESTION FOUR (20 MARKS)**

- a. Briefly discuss the implications of intergroup conflict within an organization  
(10 Marks)
- b. Our perception of things follows a sequence. Describe the perceptual process.  
(10 Marks)

**QUESTION FIVE (20 MARKS)**

- a. Decisions made within an organization are either made at individual or group levels. Highlight advantages and disadvantages of each level of decision making  
(15 Marks)
- b. Briefly discuss five sources of power as practiced in our organization (5 Marks)