



UNIVERSITY OF EMBU

2017/2018 ACADEMIC YEAR

SECOND SEMESTER EXAMINATIONS

FIRST YEAR EXAMINATION FOR THE DEGREE OF BACHELOR OF COMMERCE

DHR 301/ TBS 311: ORGANIZATIONAL BEHAVIOUR

DATE: APRIL 4, 2018

TIME: 11:00 AM – 1:00 PM

INSTRUCTIONS:

Answer Question ONE and ANY Other TWO Questions.

QUESTION ONE (30 MARKS)

- a) Explain the concept of organizational behavior (5 marks)
- b) Discuss the importance of social learning theory in organizations (5 marks)
- c) Discuss causes of job dissatisfaction in organizations (5 marks)
- d) Define and explain types of communication in organizations (5 marks)
- e) Explain the process of socialization of employees in organization (5 marks)
- f) Discuss aims of workplace politics (5 marks)

QUESTION TWO (20 MARKS)

- a) Explain how Operant and Classical conditioning theories work (10 marks)
- b) Discuss how organizations can increase employees commitment (10 marks)

QUESTION THREE (20 MARKS)

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- a) Discuss major elements in the communication process (10 marks)
- b) “Communication is the lifeline of all business. Anything going wrong in it may cost the organization heavily”. Discuss five barriers of effective communication in organizations (10 marks)

QUESTION FOUR (20 MARKS)

- a) Group dynamics is concerned with why and how groups develop. Discuss the stages of group development (10 marks)
- b) Discuss three leadership styles outlining advantages and disadvantage of each (10 marks)

QUESTION FIVE (20 MARKS)

- a) Discuss cause of conflict in organizations today (10 marks)
- b) Stress is inevitable in organizations. Discuss strategies that can be used to reduce stress in organization (10 marks)

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