The Co-operative University of Kenya

END OF SEMESTER EXAMINATION DECEMBER-2016

EXAMINATION FOR THE DEGREE OF BACHELOR OF CO-OPERATIVE BUSINESS
(BCOB YR II SEM II)

UNIT CODE: HCOB 2202

UNIT TITLE: ORGANIZATIONAL BEHAVIOUR

DATE: 16TH DECEMBER, 2016 **TIME: 9:00 AM – 11:00 AM**

INSTRUCTIONS:

- Answer question **ONE (compulsory)** and any other **TWO** questions

QUESTION ONE

(a) Define the term
  i. Organizational behaviour
  ii. Personality
  iii. Perception (5 marks)

(b) Discuss the pros and cons of democratic styles of leadership (5 marks)

(c) Outline FIVE human reactions to organizational change (7 marks)

(d) Discuss organizational behaviour as applied at the interpersonal level (7 marks)

(e) Describe the Maslow's hierarchy of need theory in relation to organizational behaviour (6 marks)

QUESTION TWO

(a) Highlight SEVEN reasons why politics happen in organization (7 marks)

(b) Explain how managers overcome the challenge of organizational politics (8 marks)

(c) Outline the sources of power in organizations (5 marks)

QUESTION THREE

(a) Highlight the sources of work stress (7 marks)

(b) Explain at least FOUR measures adopted by the organizations to management work stress (8 marks)

(c) Outline effects of stress on employee performance (5 marks)

QUESTION FOUR

(a) Discuss the important dimensions of individuals difference (7 marks)

(b) Outline the motive of workers joining groups in an organization (7 marks)

(c) Outline FIVE personality traits related to job performance that have recently emerged from research (6 marks)

QUESTION FIVE

(a) Discuss the direct and indirect methods of resolving conflict in an organization (8 marks)

(b) Outline the characteristics of people who are good at managing organizational changes (7 marks)

(c) Suggest ways to overcome the resistance of change (5 marks)