



THE CO-OPERATIVE UNIVERSITY OF KENYA

END OF SEMESTER EXAMINATION DECEMBER -2022

**EXAMINATION FOR THE DEGREE OF BACHELOR OF CO-OPERATIVE COMMUNITY
DEVELOPMENT**

UNIT CODE: BPSY 2209

UNIT TITLE: ORGANIZATIONAL BEHAVIOR

DATE: FRIDAY, 16th DECEMBER, 2022

TIME: 11:30 AM – 1:30 PM

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INSTRUCTIONS:

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

QUESTION ONE

Maura Ruiz has been working in the e-learning industry for over eight years. She is aware of the fact that in this industry, once an employee has learned his or her job, the work becomes fairly automatic and competence can be achieved rapidly. She has been noticing how in her team, this competence has come along with a lot of complacency; the employees, though able, are unwilling to work hard.

- Maura seems to be judgmental. Highlight factors that may influence her perception. (5 Marks)
- From the case, explain five personality attributes that influence organization behavior. (10 Marks)
- 'Once formed, all groups face a number of challenges.' Identify Five typical challenges that a group will face. (5 Marks)
- Identify and explain an accurate description of how Maura can make rational decision at her work place. (10 Marks)

QUESTION TWO

- Individuals develop techniques for making tasks manageable and judge others. However, they are never fool proof. Identify and explain five short – cuts people use in judging others. (10 Marks)
- Explain five factors that tend to lead to job satisfaction. (10 Marks)

QUESTION THREE

- According to social learning theory, patterns of behavior are learned by observing others. Explain five processes that determine the influence a model may have on an individual. (10 Marks)
- Organizational culture helps a firm values and behaviors in an organization. Explain core elements that facilitate in creating an ethical organizational behavior (10 Marks)

QUESTION FOUR

- Explain five reasons why it is important for firms to emphasize on organizational learning. (10 Marks)

- b) Explain strategies that management can use to resolve inter – group conflicts. (10 Marks)

QUESTION FIVE

- a) Explain any five types of organizational structure within an organization. (10 Marks)
- b) To be effective, employees need to be motivated frequently. Identify and explain any five techniques that managers can use to motivate workers. (10 Marks)

