



MURANG'A UNIVERSITY OF TECHNOLOGY

SCHOOL OF BUSINESS AND ECONOMICS

DEPARTMENT OF HUMAN RESOURCE

UNIVERSITY ORDINARY EXAMINATION

2023/2024 ACADEMIC YEAR

**THIRD YEAR FIRST SEMESTER EXAMINATION FOR BACHELOR OF
SCIENCE IN HRM, BPSM, BED ARTS, MARKETING**

BHR 303 – ORGANIZATIONAL BEHAVIOUR

DURATION: 2 HOURS

INSTRUCTIONS TO CANDIDATES:

1. Answer question **ONE** and any other **TWO** questions.
2. Mobile phones are not allowed in the examination room.
3. You are not allowed to write on this examination question paper.

SECTION A (30 MARKS)

QUESTION ONE (30 MARKS)

- a) Define the term organization behaviour. (5 marks)
- b) State five reasons why manager should study organizations behaviour. (5 marks)
- c) Highlight five causes of conflict in organization. (5 marks)
- d) Suggest five reasons that explain the importance of informal groups in an organization. (5 marks)
- e) Highlight five organization leadership styles. (5 marks)
- f) State five reasons why communication is vital in any organization. (5 marks)

SECTION B (40 MARKS) ANSWER ANY TWO QUESTIONS

QUESTION TWO (20 MARKS)

- a) When we observe people we attempt to develop explanations why they behave in certain ways. Our perception and judgement of others will therefore be significantly influenced by the assumptions we make about these person's internal state. In view of the above statement, discuss how the following state influences judgement of others. (10 marks)
 - i. Attribution theory
 - ii. Halo effect
 - iii. Contrast effect
 - iv. Projection
 - v. Stereotyping
- b) Discuss the major barriers of communication in an organization. (10 marks)

QUESTION THREE (20 MARKS)

- a) Leaders always find themselves in a dilemma because they are also unique people with different education level and experience. In view of this statement discuss five factors applied by leaders in determining their leadership styles. (10 marks)
- b) Explain how Abraham Maslow's theory of motivation can be applicable in organizations today. (10 marks)

QUESTION FOUR (20 MARKS)

- a) Organizations do NOT exist in isolation. Discuss the external environmental factors that can positively or negatively influence organizations performance. (10 marks)
- b) Change in behaviour indicates that learning has taken place. It is therefore certain that learning can change behaviour. Discuss three learning theories that are used in organization to shape the organization to its desired intention. (10 marks)