



KENYATTA UNIVERSITY

UNIVERSITY EXAMINATIONS 2010/2011

FIRST SEMESTER EXAMINATION

BACHELOR OF INFORMATION TECHNOLOGY

SEIT 113: ORGANIZATION BEHAVIOUR

DATE: TUESDAY 30TH NOVEMBER, 2010 TIME: 2.00 PM – 4.00 PM

INSTRUCTIONS:

Answer questions number ONE and any other TWO questions.

- 1 a) Define the following terms
 - i) Organization (1mk)
 - ii) Organization behaviour (1mk)
 - iii) Organization culture (1mk)
 - iv) Motivation (1mk)
 - v) Interpersonal process (1mk)
 - b) Bring out the nature of organization theory, behaviour and interpersonal communication. (6mks)
 - c) What are the roles of philosophy and values in organizations? (4mks)
 - d) Bring out the issues of group and individual behaviour as they relate to the organization. (6mks)
 - e) Distinguish between leadership and management. (4mks)
 - f) Briefly explain how interpersonal skills is related to the internal and external environment of an organization. (5mks)
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2. a) Describe the current environmental forces that are reshaping management practices in modern organization. (7mks)

b) Technology is likely to change the traditional designs of practices, work flow, structure, systems and philosophy of organizations in a significant degree.

Explain. (13mks)

3. a) Bring out the importance of studying organizational behaviour. (5mks)

b) Leaders of workers, managers and administrators in organizations are challenged by the changes within their environment. They must contend with changes in both domestic and global environments and competition.

Invite of management functions, people and their attitudes, perceptions, design a prototype framework that is likely to reshape behaviour, improve contribution towards organizational goals and generate high quality output and value.

(15mks)

4. a) Briefly explain the organizational processes. (15mks)

b) Consider the systems theory and how it has enabled managers to understand the behaviour of their organizations both internally and externally.

Using a well labeled diagram, explain the basic elements of an organization as a system and its time dimension model of its effectiveness. (15mks)

5. a) Bring out the concept and theories of personality highlighting how personality affects individual and organizational behaviour. (6mks)

b) Assuming you are a newly posted Principal or Manager/Director of Kiambu Institute of Technology, write a proposal to the Management of the Institute detailing factors that can shape the personality of students behaviour at the college. (14mks)