



KENYATTA UNIVERSITY

UNIVERSITY EXAMINATIONS 2017/2018

DIGITAL SCHOOL OF VIRTUAL AND OPEN LEARNING

FIRST SEMESTER EXAMINATION FOR THE DEGREE OF BACHELOR OF
COMMERCE

BBA 200: ORGANIZATIONAL BEHAVIOUR

DATE: Monday 18th December 2017

TIME: 2.00p.m -4.00p.m

INSTRUCTIONS:

ANSWER QUESTION ONE AND ANY OTHER TWO.

1. a) Distinguish between content and process theories of motivation. [10 marks]
b) Outline stages in group development showing their importance to the organization. [10 marks]
c) Discuss the relational decision making process and its implications in business organizations. [10 marks]
2. Managing political behaviour requires that managers first recognize that politics and power are always going to be factors.
a) Explain the concept "organizational politics". [5 marks]
b) Discuss the five approaches that are used by managers to handle organizational politics. [15 marks]
3. a) Define the change. State 5 steps change process. [10 marks]
b) Discuss how power and influence relate with each in the organization. [10 marks]
4. a) Explain 5 barriers of authority in organizations. [10 marks]
b) Outline 5 stages in group development showing their importance to the organization.