



PAN AFRICA CHRISTIAN UNIVERSITY

(BACHELOR OF BUSINESS INFORMATION TECHNOLOGY)

END OF TERM EXAMINATION

DEPARTMENT: COMPUTING & INFORMATION TECHNOLOGY

COURSE CODE: BIT306 | BCM208 | BUS2213

CAMPUS: ROYSAMBU

COURSE TITLE: ORGANISATIONAL BEHAVIOUR

EXAM DATE:

TIME:

INSTRUCTIONS

- This exam script has **TWO (2)** sections.
- Read all questions carefully before attempting.
- Answer All questions in Section **A** and any other THREE questions in Section **B**.
- None programmable calculators permitted
- Calculators on phones, tablets and computers are NOT permitted in Theory Papers

SECTION A
(Answer ALL questions in this section)

QUESTION 1



Using the picture above, answer the following questions:

- a) Identify the above leaders. **(2 Marks)**
- b) Explain the type of leadership styles used by each of the above leader. **(2 Marks)**
- c) Discuss THREE of Each leadership characteristics of the above leaders. **(6 Marks)**

SECTION B

(Answer any THREE (3) questions in this section)

QUESTION 2

- a) Explain the relevance of scientific management in the day-to-day running of the organizations.

(4 Marks)

- b) In today's fast-paced global, and technological environment, it is important for an organization of any size to be adaptive. Explain how the following firms have adapted.

- i. Facebook **(2 Marks)**

- ii. Google **(2 Marks)**

- iii. Apple **(2 Marks)**

QUESTION 3

- a) Think and describe of an important attitude you have regarding a career. **(1 Mark)**

- b) Explain the THREE components of that attitude. **(3 Marks)**

- c) Discuss THREE outcome responses to (a) above. **(3 Marks)**

- d) Discuss THREE major ways in which individual differences are demonstrated at work. **(3 Marks)**

QUESTION 4

- a) Assume you are a global manager responsible for an international subsidiary that has employees from many parts of the world-China, India, Kenya, Brazil and

**PAN AFRICA CHRISTIAN UNIVERSITY
EXAMINATIONS PAPER**



- Spain. Using Herzberg Theory, Apply FOUR ways you would go about motivating these individuals to perform their jobs well. **(8 Marks)**
- b) Explain TWO benefits of workplace diversity. **(2 Marks)**

QUESTION 5

As a restaurant supervisor in charge of 10 servers, you notice that they appear bored with their jobs and that customer service is starting to decline. Discuss FIVE ways you can redesign their jobs to make their work more interesting.

(10 Marks)

QUESTION 6

- a) Describe a situation in which you were part of a formal group (while working in a job or as a student) and one of the members of the group did not contribute much to the group effort. **(2 Marks)**
- b) Describe TWO ways how this person's behaviour (in a above) affected the attitude of the other group members. **(2 Marks)**
- c) Suggest TWO ways of dealing with such a person. **(2 Marks)**
- d) Using examples, Differentiate between Expert power and Legitimate power. **(4 Marks)**

End of Exam