



BCM208|BUS2213|DENT0211|DSM105: ORGANISATIONAL BEHAVIOUR

ONLINE CLASS

Instructions

- i) This exam paper contains SIX questions containing 10 marks each.**
 - ii) Answer Question 1 (COMPULSORY) and any other THREE questions**
 - iii) Read each question carefully before attempting.**
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QUESTION 1

MUTIPLE CHOICE QUESTIONS – ANSWER ALL

1. Which of the following personality characteristics are associated with people who are likely to exhibit violent behaviour on the job?
 - a) Neurotic
 - b) Optimistic
 - c) Extraverted
 - d) Type A
2. A horizontal extension of the job to increase task variety is called:
 - a) Job evaluation
 - b) Job enrichment
 - c) Job enlargement
 - d) Job rotation
3. Which of the following forms the basis for the autocratic model of OB?
 - a) Obedience
 - b) Authority
 - c) Power
 - d) Dependence on boss
4. Which of the following is not correct for the organisational behaviour?
 - a) Organisational behaviour is an integral part of management
 - b) Organisational behaviour is a disciplinary approach

- c) Organisational behaviour helps in analysis of behaviour
 - d) Organisational behaviour is goal-oriented
5. Due to emphasis on productivity & efficiency, employee are not allowed to work with harmony with one another is a limitation of_____.
- a) Organizational Cultural
 - b) Organizational Structure
 - c) Organizational Behaviour
 - d) Organisational Value
6. Which of the following is/are not job related source of stress
- a) Role ambiguity
 - b) Role overload
 - c) Ethical dilemmas
 - d) Career concerns
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8. Raju believes that men perform better in oral presentations than women. What shortcut has been used in this case?
- a) The halo effect
 - b) The contrast effect
 - c) Projection
 - d) Stereotyping
9. Which dimension of Big 5 personality traits represents artistically sensitive, refined etc.
- a) Culture
 - b) Emotional stability
 - c) Conscientiousness
 - d) Extroversion
10. If everyone who is faced with a similar situation responds in the same way, attribution theory states that the behaviour shows _____.
- a) Consensus
 - b) Similarity
 - c) Reliability
 - d) Consistency
11. As a manager, one of James's duties is to present awards to outstanding employees within his department. Which Mintzberg managerial role is James acting in when he does this?
- a) leadership role
 - b) liaison role
 - c) monitor role
 - d) figurehead role

QUESTION 2

- a) Explain the concept of organizational behaviour in a Christian institution (2 Marks).
- b) John as a manager with Java has an excellent team he is working with. This team has helped him realize growth in sales. Discuss the stages of team development in this context (8 Marks)

QUESTION 3

- a) A head of department has the role of being a decision maker in a number areas. Briefly explain four areas a manager exhibits his decision making ability (4 Marks).
- b) As a leader, you are expected to be on top of things because everything rise and falls on leadership. Discuss three areas an operations manager will be effective in his functions as a leader (6 Marks).

QUESTION 4

- a) COVID-19 pandemic has brought a lot of challenges on how organizations are managed. Some of the measures taken by some organizations have brought some level of stress to the employees. Discuss two measures that managers can adopt to minimize the level of stress among employees in the organization (4 Marks).
- b) As communication occurs when the sender and the receiver interact by encoding and decoding messages. Discuss three areas how noise affects the communication process (6 Marks).

QUESTION 5

- a) Organizational behaviour is a discipline that has borrowed from other behavioral disciplines. Discuss how psychology and anthropology has contributed to the study of organizational behaviour within CITAM assemblies (4 Marks).
- b) Your attitude will determine your altitude in most facets of our lives. Discuss three components of attitude that you need for successful career goals (6 Marks).

QUESTION 6

- a) A good culture is as good as it is able to serve its purpose. There are certain cultures that are a liability to organizations. Briefly explain four liabilities of culture to an organization (2 Marks).
- b) Under the big five model personality traits, discuss three dimensions that an effective manager would embrace so as to enhance productivity of his team members (8 Marks).