



PAN AFRICA CHRISTIAN UNIVERSITY

(BACHELOR OF BUSINESS INFORMATION TECHNOLOGY)

END OF TERM EXAMINATION

DEPARTMENT: COMPUTING & INFORMATION TECHNOLOGY

COURSE CODE: BIT306

CAMPUS: ROYSAMBU

COURSE TITLE: ORGANISATIONAL BEHAVIOUR
EXAM DATE: WEDNESDAY, DATE (DDTH MONTH YEAR)

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

Wahito was having a discussion with Kairo about Henry Fayols 14 principles of management and their application in today's management. Wahito felt they are just historical principles that trace the evolution of management thought.

Kairo however was of the opinion that some of them are still very relevant in today's management. What they seemed to agree on was that there are many organizations today that are organized using bureaucratic form of management. They also agree that too many controls in organizations may at times stifle creativity of staff.

Required

- a) Explain the extent of application of Fayols Principles of Managements in today's management. **(4 Marks)**
- b) Critically analyze the bureaucratic form of management in today's environment. **(4 Marks)**
- c) State TWO characteristics that good control systems share **(2 Marks)**

SECTION B

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

QUESTION 2

Nafula is a newly recruited human resource officer at Kakamega gold manufacturing company. He has asked you as an expert in organizational behaviour to educate him on the different types of power relationships that exist in organizations. Discuss. **(10 Marks)**

QUESTION 3

- a) Describe the relationship between group norms, group cohesiveness and performance. **(5 Marks)**
- b) State FIVE ways of resolving conflicts at the storming phase in groups formation.

(5 Marks)

QUESTION 4

- a) You have realized that your colleagues in the HR department have low morale towards work. Suggest SIX ways you can enrich their jobs. **(6 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)**

QUESTION 5

- a) Conflict management includes both reducing and increasing conflict, discuss THREE methods you can increase conflict in a positive perspective within an organization. **(6 Marks)**
- b) Highlight FOUR ways of how you would deal with angry customers who complain about your products/services. **(4 Marks)**

QUESTION 6

- a) Think of an important attitude you have regarding a career. **(1 Mark)**
- b) Describe the THREE components of that attitude in (a) above. **(6 Marks)**
- c) Discuss THREE outcome responses to (a) above. **(3 Marks)**

End of Exam