



PAN AFRICA CHRISTIAN UNIVERSITY

SCHOOL OF LEADERSHIP, BUSINESS AND TECHNOLOGY

END OF SEMESTER EXAMINATION FOR THE

BACHELOR OF BUSINESS LEADERSHIP

SEPTEMBER - DECEMBER 2019

CAMPUS: ROYSAMBU

DEPARTMENT: BUSINESS

COURSE CODE: BUS2233

COURSE TITLE: BUSINESS LEADERSHIP II

EXAM DATE: FRIDAY 6TH DECEMBER, 2019

DURATION: 3 HOURS

TIME: 5:00PM-8:00PM

MODE: ONLINE

INSTRUCTIONS

- Read the instructions and questions carefully before you write the answers.
- *Answer any FOUR questions out of the SIX Provided*

QUESTION ONE

- a) Assume that you have just graduated from PAC University with a degree in Business Leadership, and that you are attending a job interview. Discuss how you can understand the organizational culture from the interview process. **(5 Marks)**
- b) As a manager of XYZ Company, describe how you can build and sustain employee commitment to the organization. **(5 Marks)**

QUESTION TWO

- a) As a strategic leader in your company, highlight personal characteristics that you would embody **(5 Marks)**
- b) Leaders need true followers in the organization. Discuss. **(5 Marks)**

QUESTION THREE

- a) People use political behavior in organizations. Discuss. **(5 Marks)**
- b) Highlight five methods of solving inter-group conflicts. **(5 Marks)**

QUESTION FOUR

- a) Highlight any four sources of power **(4 marks)**
- b) Briefly discuss how Safaricom has been able to sustain its competitive advantage over time. **(6 marks)**

QUESTION FIVE

- a) State any five activities that are performed by managers in organizations. **(5 marks)**
- b) Highlight any five benefits of employee training **(5 marks)**

QUESTION SIX

- a) Explain Systems Thinking **(2 marks)**
- b) Discuss any four steps of Organizational Development Process. **(8 marks)**