



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: DATE (DDTH MONTH YEAR)

TIME: FRIDAY - 530PM

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

Read the scenario below and answer the questions that follow:

Imagine that you are the founding entrepreneur of a software company that specializes in developing games for mobile devices. Customer demand for your games has increased so much that over the last year your company has grown from a busy one-person operation to one with 16 employees. In addition to yourself, you employ six software developers to produce the software, three graphic artists, two computer technicians, two marketing and sales personnel, and two assistants. In the next year you expect to hire 30 new employees, and you are wondering how best to manage your growing company.

- a) Using the Principles of Fayol, discuss FIVE most effective principles for your growing business. **(5 Marks)**
- b) Explain THREE reasons why you would group your employees to work in teams. **(3 Marks)**
- c) Describe the kind of organizational structure that would suit your growing business. **(2 Marks)**

SECTION B

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

QUESTION 2

- a) Matters regarding organizational politics and power should well be understood by modern managers. Describe FOUR ways how employees in an organization can acquire power. **(4 Marks)**
- b) Using examples, explain THREE ways leaders misuse power. **(6 Marks)**

QUESTION 3

- a) Explain the extent to which knowledge of Anthropology assists in understanding the organizational culture. **(4 Marks)**
- b) Discuss THREE internal factors of an organization that may trigger a need for change by the management. **(6 Marks)**

QUESTION 4

Assume you are a restaurant supervisor in charge of TEN servers. You notice that they appear bored with their jobs and that customer service is starting to decline. Discuss FIVE ways you can enrich their jobs. **(10 Marks)**

QUESTION 5

- a) Using examples, discuss FOUR ways in which organizations can assist employees to avoid stress. **(8 Marks)**
- b) Describe TWO examples of non-monetary motivational factors that a manager can use to motivate the employees. **(2 Marks)**

QUESTION 6

- a) Using clear examples, explain the stages of group formation. **(5 Marks)**

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- b) Describe FIVE ways of resolving the second stage in (a) above. (5 Marks)

End of Exam