



PAN AFRICA CHRISTIAN UNIVERSITY
BACHELORS OF BUSINESS LEADERSHIP
END TERM EXAMINATION
DEPARTMENT: BUSINESS
COURSE CODE: BCM208 4013/BUS 2213
COURSE TITLE: ORGANIZATIONAL BEHAVIOUR
Time:

ANSWER FOUR QUESTIONS ONLY **{10 MARKS EACH}**

SECTION A

QUESTION ONE { COMPULSORY} **{10 MARKS}**

- a) You are an employee with Papo Company and together with the rest of your team members are working under a general manager who is toxic hence making the work environment unbearable. Discuss **Two** indicators of a toxic manager **(2mks)**
- b) You have been invited for an interview for a human capital manager position. One of the panellists asks you about **Four** key factors that would influence employee motivation. Discuss **(4mks)**
- c) Explain **Two** reasons why every Business leader must understand Organizational behavior

(4mks)

SECTION B: ANSWER THREE QUESTIONS ONLY **{10 MARKS**
EACH}

QUESTION TWO **10 MARKS**

- a) Discuss **Four** reasons employees of an insurance company would resist introduction of change in the Organization
(4mks)
- b) Explain the communication process in organizations (6mks)

QUESTION THREE **10**
MARKS

- a) Mark, your friend is a Company Executive and he approaches you in need of your advice on organizational stress management strategies. Suggest to him **Two** main ways he would use to address the challenge (2mks).
- b) Using examples in each case, differentiate between Intrinsic and Extrinsic motivation (4mks)
- c) Giving relevant examples, explain **Two** common causes of conflict in organizations (4mks)

QUESTION FOUR **10**
MARKS

- a) Other than Bureaucratic style, outline **Two** styles of leadership (2mks)
- b) You have been asked to give a presentation on **Two** main functions of culture in an organization. Explain your answer (4mks)

- c) Giving **Two** reasons, explain how you would discourage bureaucratic structure in your organization
(4mks)

QUESTION FIVE

10 MARKS

- a) Discuss **Two** reasons why you would join a particular group in an organization (2mks)
- b) Explain **Two** values an organization would require in order to achieve its Development goals
(4mks)
- c) Sometimes organizations experience extreme political behaviour which negatively affects the achievement of its goals. Explain **Two** key strategies you would employ to manage such behaviour in your organization
(4mks).

QUESTION SIX

10 MARKS

- a) Discuss **Two** threats to team effectiveness in organizations
(2mks)
- b) Using examples, explain **Two** strategies you would use to enhance motivation in an organization
(4mks)
- c) Giving **Two** reasons, discuss the importance of understanding emotions in Organizational behavior
(4mks)

End of exam

