

PANAFRICA CHRISTIAN UNIVERSITY

BCM 208/BUS2213/BIT306

ORGANIZATIONAL BEHAVIOR

SUP_ONLINE_ Exam

ATTEMPT FOUR QUESTIONS ONLY

TIME ALLOWED – 2 HOURS

QUESTION ONE

- a) Explain any two reasons for studying organizational behavior (OB) (4 marks)
- b) Highlight the disciplines that contribute to OB (4marks)
- c) Outline any two functions of managers in an organization (2 marks)

QUESTION TWO

Describe the following relationships as relates to the basic human characteristics and organizational performance.

- a) Gender and job satisfaction (5marks)
- b) Marital status and employee productivity (5marks)

QUESTION THREE

Explain the following Terms

- i) Values (2marks)
- ii) Mood (2marks)
- iii) Emotions (3marks)
- iv) Attitudes (3marks)

QUESTION FOUR

Explain the influence of the following factors on employee output in an organization

- a) Emotions (5marks)
- b) Attitudes (5marks)

QUESTION FIVE

Describe the influence of the following factors on employee productivity

- a) Employee Perception (5marks)
- b) Employee Motivation (5marks)

QUESTION SIX

- a) Identify any four Group Development stages in organizational Behavior (2marks)
- b) Explain four characteristics of effective teams (4marks)
- c) Explain two ways of managing team conflicts (4marks)