



**PAN AFRICA CHRISTIAN UNIVERSITY**

**MASTERS IN BUSINESS ADMINISTRATION**

**END OF TERM EXAMINATION (MAY-JULY 2016)**

**CAMPUS: ROYSAMBU-EVENING**

**DEPARTMENT: BUSINESS**

**COURSE CODE: MBA503**

**COURSE TITLE: ORGANIZATION BEHAVIOUR**

**EXAM DATE: .TUESDAY 2<sup>nd</sup>, AUGUST 2016**

**TIME: 5.30PM-8.30PM**

**INSTRUCTIONS**

- Read all questions carefully before attempting.
- Write your **student number** on the answer booklet provided.
- Answer Question **One** And Any Other **TWO** Questions

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**SECTION A:**  
**QUESTION ONE**

Shay has been a qualified employee of Plan International that deals with consultancy services in Strategic Management. He has been assigned to work on a project of strategic planning for home care international Ltd a company dealing with management training, development and capacity building. The company is in severe trouble as the operational strategic plan has not been working for the last 10 years. The company is in process of closing down due poor decision making, plans and bad managerial skills. The competitors of home care green power which has strong technology than home care. The business level strategy employees of home who are qualified are threatening to leave the company for a greener pasture due to politics, poor working condition and managerial conflicts. Having finished strategic management course, Shay has approached you for assistance.

- a) Explain to Shay five types of skills that she can advice the management to employ for better performance. (10 marks)
- b) Illustrate to Shay five importance of planning as a management function (10 mks)
- c) Help Shay to identify four causes of conflicts and four ways of resolving those conflicts in an organization (12 marks)
- d) Describe to Shay four advices she would give the management to help them understand the best sources of job satisfaction (8 marks)

### **SECTION B:**

#### **QUESTION TWO**

- a) Describe the following theories as used in management
  - i) Theory X (5mks)
  - ii) Theory Y (5mks)
  - iii) Bureaucracy theory (5mks)

#### **QUESTION THREE**

- a) For an organization to be successful, then it must learn to embrace power. Discuss four critical sources of power (8mks)
- b) Group formation is not a onetime activity but a process discuss (7 marks)

#### **QUESTION FOUR**

- a) Decision making is critical for any management to be successful. Discuss the process that an organization can follow to make strong and relevant decision (10marks)
- b) Illustrate five reasons why people perceive things differently (5mks)

#### **QUESTION FIVE**

The only permanent thing is change. Discuss the statement describing

- a) Seven forces of change in an organization (7mks)
- b) Eight reason as to why employees would resist change (8mks)

#### **QUESTION SIX**

- a) For an organization to compete well, there must have a sound culture, describe any five characteristics of a good culture (10 marks)
- b) Outline five functions of an attitude in a person (5 marks)