

KISII UNIVERSITY
UNIVERSITY EXAMINATIONS
DEPARTMENT OF DEVELOPMENT STUDIES
Y4S1
(JANUARY-APRIL 2024)
BADS 408:ORGANIZATIONAL BEHAVIOR

INSTRUCTIONS

1. Do not write anything on this question paper
2. Answer question ONE (COMPULSORY) and any other TWO questions of your choice from the remaining.

QUESTION 1 (COMPULSORY)

- a) What is group coerciveness and how does it affect the organizational performance and effectiveness. (10mks)
- b) examine group norms and what are the factors determine the conformance of group norms and how can it be maintained in an organization. (10mks)
- c) Discuss various types of organizational conflicts distinguishing between intra-individual and inter-individual conflicts. (10mks)

QUESTION TWO

- a) What is group dynamics and what impact does it have on organization's effectiveness and performance (10mks)
- b) Why should managers understand organizational group dynamics? How can they benefit by studying group dynamics . (10mks)

QUESTION THREE

- a) Motivation is the act of stimulating someone of oneself to get desired course of action. Discuss (10mks)
- b) Human relations are the key to motivation. In the light of the above statement. Examine the significance of human relations in the field of motivation. (10mks)

QUESTION FOUR

- a) Communication is the exchange of facts, ideas, opinions, through motion or emotions by two or more persons . Comment and explain the importance of communication in an organization. (10maks)
- b) What is grapevine ? How can management efficiently use for the benefit of the organizations? (10mks)

QUESTION FIVE

- a) Examine the significance and functions of leadership in the organization. (10mks)
- b) Leading means to lead, to direct, to hold, command and to excel over others or to be in prominence . explain the above statement in reference to organizational behaviour. (10mks)