



**KISII UNIVERSITY**  
**UNIVERSITY EXAMINATIONS**

**FOURTH YEAR EXAMINATION FOR THE AWARD OF THE DEGREE OF**  
**BACHELOR OF ARTS IN DEVELOPMENT STUDIES**  
**SECOND SEMESTER, 2023/2024**  
**(JANUARY-APRIL, 2024)**

**BADS 421: ORGANIZATIONAL BEHAVIOUR**

**STREAM: Y4 S2**

**TIME: 2 HOURS**

**DAY: TUESDAY, 3:00 – 5:00 P.M.**

**DATE: 02/04/2024**

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**INSTRUCTIONS**

- 1. Do not write anything on this question paper.***
- 2. Answer Question ONE (compulsory) and any other TWO Questions.***

**QUESTION ONE (COMPULSORY)**

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

**QUESTION TWO**

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

### **QUESTION THREE**

- a) Motivation is the act of stimulating someone of oneself to get desired course of action. Discuss (10marks)
- 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. (10marks)

### **QUESTION FOUR**

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

### **QUESTION FIVE**

- a) Examine the significance and functions of leadership in the organization. (10marks)
- 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 behavior. (10marks)