



## **MERU UNIVERSITY OF SCIENCE AND TECHNOLOGY**

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### **UNIVERSITY EXAMINATIONS 2024/2025**

#### **SECOND YEAR, FIRST SEMESTER EXAMINATION FOR CERTIFICATE IN BUSINESS ADMINISTRATION**

#### **BFD 1302: ORGANIZATIONAL BEHAVIOUR**

**DATE: DECEMBER 2024**

**TIME: 1 1/2 HOURS**

**INSTRUCTIONS: Answer Question ONE (compulsory) and any other TWO Questions.**

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#### **QUESTION ONE - (30 MARKS)**

- a) Define organizational behaviour. (2 Marks)
- b) List five influences on behaviour. (5 Marks)
- c) List four importance of studying organization behaviour. (4 Marks)
- d) State and briefly explain the theories of learning. (6 Marks)
- e) What is perception. (6 Marks)
- f) State five factors influencing perception. (5 Marks)
- g) Define ability. (2 Marks)
- h) List and explain the types of attitudes. (4 Marks)
- i) Briefly explain the Maslow theory of motivation. (8 Marks)

#### **QUESTION TWO - (20 MARKS)**

Explain various ways managers motivate their employees. Discuss the application of the motivation theories in today's management. (20 Marks)

**QUESTION THREE - (20 MARKS)**

- a) Discuss various personalities found in your place of work. (10 Marks)
- b) Discuss how you as a manager would deal with attitude problems at your place. (10 Marks)

**QUESTION FOUR (20 MARKS)**

Explain how behaviour can be learnt and unlearnt with reference to employee's behaviour.

(20 Marks)

**QUESTION FIVE – (20 MARKS)**

- a) Explain five factors that influence behaviour in an organization. (10 Marks)
- b) Explain the levels of stress and explain how they affect employee's performance. (10 Marks)