



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 ½ HOURS

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

QUESTION ONE - (30 MARKS)

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|---|-----------|
| 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 unlearned 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)