



*"Investing in Africa's Future"*

## **Faculty of Management and Administration**

**MPM 104 INTRODUCTION TO ORGANISATIONAL BEHAVIOUR**

**END OF FIRST SEMESTER EXAMINATIONS**

**NOVEMBER/DECEMBER 2016**

**LECTURER: MRS.T MUPANDUKI**

**DURATION: (3 HRS)**

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### ***INSTRUCTIONS***

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1. Answer all questions in Section A and any *three* from Section B

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2. All questions should start on a new page

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**SECTION A:**

**(ANSWER ALL QUESTIONS IN THIS SECTION)**

1. Define Organizational behaviour.  
(5marks)
2. Describe in brief the manager's functions by Henri Fayol.  
(10 marks)
3. Write short notes on each of the following Personality Traits:
  - a. Machiavellianism (5marks)
  - b. Authoritarianism (5marks)
4. Briefly describe the Social Learning Theory (5marks)
5. Explain the following common perceptual distortions:
  - a. Stereotypes (5marks)
  - b. Halo Effect (5marks)

**SECTION B:**

**(ANSWER ANY THREE QUESTIONS IN THIS SECTION)**

1. Describe Operant Conditioning by B.F. Skinner, and explain its implications on Organizational Behaviour.(20marks)
2. Describe the Attribution Theory and explain how it is useful in managing organizational behaviour. (20marks)
3. Describe the following Motivation Theories:
  - a. Expectancy Theory
  - b. Equity Theory (20marks)
4. Clearly describe what a Group is and explain the various stages of how Groups develop.( 20marks)
5. Define Organizational culture and how employees learn their organization's culture.(20marks)