



PAN AFRICA CHRISTIAN UNIVERSITY

**END OF SEMESTER EXAMINATION FOR THE DEGREE OF
MASTERS OF BUSINESS ADMINISTRATION**

MAY-AUGUST 2017

CAMPUS: ROYSAMBU

DEPARTMENT: BUSINESS

COURSE CODE: MBA503

COURSE TITLE: Organizational Behavior

EXAM DATE: THURSDAY 27th JULY 2017

TIME: 9:00AM-12:00PM

INSTRUCTIONS

- Read all questions carefully before attempting.
- Write your **student number** on the answer booklet provided.
- Attempt Section A and ANY other **Four** Questions from section B

SECTION A

Qn.1(a) Managers must contend with many restraints in terms of exercising power and authority

to make decisions and advance the goals of the firm. Describe the sources of these restraints and how they may impact on the survival of the company.(10 mks).

(b) There has been some confusion regarding your work schedule at your workplace. However it happened, your manager has asked you and your coworker to sort out which one of you is going to work on Thursday night. Neither you nor your workmate wants to work that night. You have an important assignment due the next day; he wants to go watch the basketball game at a friend's place. Without much discussion at all, your coworker capitulates – probably realizing that your circumstances are a bit more significant than his “fun.” He agrees to cover the shift. Explain the conflict handling dynamics at play (10 mks)

(c) Betty, a waitress, learns that she is being paid less for doing the same job as her fellow

waitress Jennifer even though they have the same work experience and perform at the same level. According to equity theory, how might Betty react to this situation? (10 mks)

(d) A common recruitment practice of companies is to hire only people whose personal values

are compatible with those of the company. Identify the negative consequences of such a practice (10 mks).

SECTION B

Qn.2. Using examples explain the challenges of managing in a global environment(15 mks)

Qn.3 Discuss the Conceptualization of Motivation using any THREE Theories of Motivation. Show relevance of knowledge of perspectives of motivation in Management (15 mks)

Qn.4 Discuss the concepts of perception and attribution showing how knowledge of these concepts is useful in management.(15 mks)

Qn.5 Explain the influence of personality and attitudes on behavior in the work place.(15 mks)

Qn.6 (a) The field of OB draws on multiple disciplines and analyzes behavior at multiple levels

including the individual, group, and system level. Identify the disciplines that have contributed to our understanding of OB (8 mks).

(b) Organizational Behavior is not Human Resource Management. Explain (7 mks).