UNIVERSITY EXAMINATIONS: 2025/2026

EXAMINATION FOR THE DEGREE OF BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY

BIT /BSIT 301

BCOM

BBL

BIT306|BCM208 Organizational Behaviour

ONLINE

END TERM EXAMINATION

DATE: THURSDAY 530-730PM **TIME: 2 HOURS**

INSTRUCTIONS: Question One is Compulsory, Choose Three Other Questions

SECTION A (COMPULSORY)

Kobe has been a clerk for a business firm for over a decade. He feels that he has been doing his job efficiently. However, the promotion to a supervisory position, which he has been expecting has never materialized. He feels sad about it, and a little angry with his manager, David, who is responsible for promotions.

Kobe feels that a deserving promotion has been denied to him and he attributes the fact David belongs to a community different from his. This feeling has gone on to such an

extent that Kobe has become somewhat negligent in his work. He keeps a book of poems which he quietly reads in the office in moments of dullness. He even begun to write poems- a practice of his college days- and now he does so even in his office occasionally and delights in it. He even thinks of giving up his clerical job and imagines himself sitting on a chair of the sub-editor of the magazines which has published two of his poems under pseudonym (nick name).

a) Analyse the feelings and behaviour of Kobe in light of your knowledge of personality, perception and attitudes. **(6 Marks)**
b) Describe Kobes' attitude towards David. **(3 Marks)**
c) Describe TWO organizational challenges and their solutions from the case above. **(4 Marks)**
d) Advise Kobe on the alternatives he can pursue instead of giving up on his job. **(2 Marks)**

QUESTION ONE (15 Marks) Compulsory

SECTION B

(ANSWER ANY THREE (3) QUESTIONS IN THIS SECTION)

QUESTION TWO (10 marks)

a) Using Fredrick Taylor's approach explain how you would organise the preparation of food and service within a fast-food outlet. **(4 marks)**

b) You are the CEO of a multinational company. In one of your branches performance has been declining rapidly for the last six months. Although the production manager is committed, he cannot do much, because according to him, even though the managers are responsible they lack some technical computer knowledge and do not function as a team. Describe THREE organizational challenges and their solutions. **(6 marks)**

QUESTION THREE (10 marks)

a) Highlight FIVE reasons why informal groups exist in organizations. **(5 marks)**

b) Describe FIVE ways of resolving conflicts at the storming phase in groups formation. **(5 marks)**

QUESTION FOUR (10 marks)

a) Discuss how you would apply the expectancy model of motivation in the following situations:

   i. You want two employees to switch their vacations from the month of December to January so that job needs will be filled suitably during the month of December. **(2 marks)**

   ii. You believe that one of your employees has excellent potential for promotion and want to encourage her to prepare for it. **(2 marks)**

b) Discuss THREE ways a manager can prevent the negative consequences of political behaviour in organizations. **(6 marks)**

QUESTION FIVE (10 marks)

Suppose you were starting a new restaurant; discuss FIVE factors you would consider in establishing an ethical organizational culture. **(10 marks)**

QUESTION SIX (10 marks)

a) Using PAC university as an example, discuss TWO sources of power for

   i) Students **(2 marks)**

   ii) Academic lecturing staff **(2 marks)**

b) Stress can impact an individual mentally and physically and so can decrease employee efficiency. Citing examples, discuss THREE sources of stress at work place. **(6 marks)**