



PAN AFRICA CHRISTIAN UNIVERSITY

BUSINESS DEPARTMENT

COURSE CODE: MBA 502

COURSE TITLE: ORGANISATIONAL BEHAVIOUR

Instructions

Answer question One from section A and any other three questions from section B

Section A

Compulsory Question

Question one

Individual members are a central feature of organisational behaviour whether acting in isolation or as part of a group interacting with external environment in response to meeting expectations of the organisation. This demands for compatibility in the needs of individuals with the expectations of an organisation despite existence of individual differences.

- a) Explain four possible individual differences in an organisation of your choice. **(4 marks).**
- b) Explain how you would utilise the individual differences cited in a) above to effectively enhance diversity in unity of purpose for the benefit of the organisation. **(6 marks).**

Section B

Answer any 3 questions

Question two

Some studies show that there is a strong relationship between culture and high performance. Subsequently, successful change in any organization involves culture change because, culture is deeply rooted in the system of an organisation. You have been posted as CEO to an organisation where previous attempts to initiate culture change have failed!

- a) As the person leading the team reviewing the existing culture in the organization, discuss challenges that impede culture change **(5 marks).**
- b) Citing an example in each case, evaluate ways of overcoming the challenges cited in a) above **(5 marks).**

Question three

Citing an organisation of your choice, analyse five (5) sources of power which leaders use to influence employees.

(10 marks).

Question four

Decision making is key to the smooth work processes in successful organisations.

- a) Distinguish between programmed and non-programmed decisions. **(2 marks).**
- b) Examine decision making process in an organisation of your choice. **(8 marks).**

Question five

- a) Distinguish between the terms negotiation and bargaining. **(2marks).**
- b) Citing an example of your choice, evaluate effective negotiation skills **(8 marks).**

Question six

During the 2nd World War, Winston Churchill of Great Britain provided exceptional leadership at a difficult time of war when his country was facing imminent defeat. Critically examine the key leadership style and the corresponding leadership theory which Winston Churchill displayed.

(10 marks)