



UNIVERSITY COLLEGE TATI (UC TATI)

FINAL EXAMINATION QUESTION BOOKLET

COURSE CODE	: BBM 1063
COURSE	: ORGANIZATION BEHAVIOR
SEMESTER/SESSION	: 2-2023/2024
DURATION	: 3 HOURS

Instructions:

1. This booklet contains **5** questions. Answer **ALL** questions.
2. All answers should be written in the answer booklet.
3. Write legibly and draw sketches wherever required.
4. If in doubt, raise your hand and ask the invigilator

DO NOT OPEN THIS BOOKLET UNTIL YOU ARE TOLD TO DO SO

THIS BOOKLET CONTAINS 3 PRINTED PAGES INCLUDING COVER PAGE

QUESTION 1

- a) Define organizational behavior. (2 marks)
- b) Identify **TWO (2)** differences between managers and leaders. (4 Marks)
- c) List **SIX (6)** characters of a person with a healthy work ethic. (6 Marks)
- d) Explain **FOUR (4)** key elements of organizational behavior. (8 Marks)

QUESTION 2

- a) Identify **FIVE (5)** major responsibilities of the human resource department. (10 Marks)
- b) Explain **FIVE (5)** ways technology changed the way human resource managers work. (10 Marks)

QUESTION 3

Power and politics can bring positive or negative forces in organizations. When used effectively, they can help organizations in achieving their goals.

- a) Describe **FIVE (5)** ways power and politic can be positively used in the organization. (10 Marks)
- b) Personal power is the ability to influence others without the use of formal authority. Explain **FOUR (4)** bases of personal power. (8 Marks)
- c) Give **TWO (2)** examples of illegitimate political behaviors. (2 Marks)

QUESTION 4

- a) Explain **THREE (3)** benefits of having a well-designed organizational structure. (6 Marks)
- b) There is always a challenge to develop a good organizational structure. Describe **FOUR (4)** challenges of having a good organizational structure. (8 Marks)
- c) Demonstrate **THREE (3)** ways the COVID-19 pandemic has changed organizational structure. (6 Marks)

QUESTION 5

- a) Illustrate how managers can apply Maslow's Hierarchy of Needs Theory in their organization based on table below: (15 Marks)

Maslow's Level	Scope of job	What organization can do
1.		
2.		
3.		
4.		
5.		

- b) Identify **FIVE (5)** importance of motivation. (5 Marks)

-----End of question-----

