



FACULTY: Humanities, Social and Management Sciences
DEPARTMENT: Business Administration
FIRST SEMESTER EXAMINATIONS
2020/2021 ACADEMIC SESSION

COURSE CODE: BUS 303
COURSE TITLE: ORGANISATION BEHAVIOUR
DURATION: 2HOURS
INSTRUCTIONS:

1. Section A is **Compulsory**
2. Answer **other any three** questions in **Section B**
3. All questions carry equal marks (15 marks)



SECTION A

1. When a bank robber points a gun at a bank employee, his base of power is _____
a. Coercive b. Punitive c. Positional d. Authoritative
2. What do we call it when we judge someone on the basis of our perception?
a. Stereotyping b. Categorizing c. Halo effect d. Prototyping
3. Charity is an honest and straightforward person. She believes her employees are all similarly honest and straightforward, ignoring signs that they may be manipulating her.
What perceptual shortcut is Charity most likely using?
a. Contrast effect b. Halo effect c. Stereotyping d. Projection
4. Atama has a low absenteeism rate. He takes responsibility for his health and has good health habits. He is likely to have a(an):
a. Internal locus of control b. External locus of control c. Core locus of control d. High emotional stability level
5. Ajemina believes that men perform better in oral presentations than women. What shortcut has been used in this case?
a. The halo effect b. The contrast effect c. Projection d. Stereotyping
6. Patrick has a job which pays an excellent salary. He has a good relationship with his peers and his supervisors. He also likes the fact that the company policy fits well with what he personally believes, and that he has received considerable recognition for his achievements at the company.
Which of these factors is 'MOST likely' responsible for the fact that Patrick loves his job?
a. High compensation b. Good nature of peer relationships c. Good nature of supervisor relationships
d. Recognition for his achievements.
7. What does consensus refer to in attribution theory?
a. There is general agreement about a perception. b. Different people respond the same way in the same situation. c. There is general agreement about how people desire to respond to the same situation. d. Different people perceive a situation similarly.

8. Promise is usually late for work each day by about ten minutes. How would attribution theory describe this behaviour?

a. It shows consensus. b. It shows similarity. c. It shows reliability. d. It shows consistency

9. Which of the following is a reason that the study of organizational behaviour is useful?

a. Human behavior does not vary a great deal between individuals and situations. b. Human behavior is not random. c. Human behavior is not consistent. d. Human behavior is rarely predictable.

10. Which of the following is not a biographical characteristic?

a. political affiliation b. age c. Sex d. tenure

11. Priye just lost a tennis match after playing very poorly says, "There was something wrong with the balls we were using; they just didn't bounce right," she is engaging in what erroneous behaviour?

A. Self-serving bias. B. Halo effect. C. Attribution error. D. Stereotyping.

13. Motivation includes which of the following?

A. A need, motive, or goal that triggers action. B. A selection process that directs the choice of action. C. The intensity of effort that is applied to an action. D. All of the above.

14. Herzberg centered his dual-factor theory on what factors?

A. Hygiene and motivator. B. External and internal. C. Extrinsic and intrinsic. D. Esteem and self-actualization.

15. Persons with a high need for _____ find satisfaction in the quality of their social and interpersonal activities.

A. achievement B. power C. affiliation D. competence

SECTION B

Answer any three questions. Each question carries 15marks

1. A complex psycho physiological experience of an individual's state of mind is known as emotion. Discuss the indicators and factors that can trigger a complex psychological behaviour in an individual. (8marks)

1b. Identify and explain the frequently used shortcuts in judging people. (7marks)

2. Discuss the concepts of emotion and moods (4marks)

2b. What do you understand by alexithymia. (3marks)

2c. Identify and explain the various sources of emotions. (8marks)

3. Discuss the concept of power (8marks)

3b. Discuss the Four Basic Third-Party Roles during Negotiation (7marks)

4. Discuss the following theories of motivation;

a. Abraham Maslow Hierarchy of Needs (3marks)

b. Alderfer's ERG Model (3marks)

c. McClelland theory (3marks)

d. Herzberg two factor theory (3marks)

e. Expectancy theory (3marks)

5. Discuss the concept of organizational politics in the workplace. (10marks)

5b. Explain how sexual harassments (between superior and subordinate) can be addressed in the workplace. (5marks)