



UNIVERSITY COLLEGE TATI (UC TATI)

FINAL EXAMINATION QUESTION BOOKLET

COURSE CODE	: BCS 2743
COURSE	: ORGANIZATION BEHAVIOR
SEMESTER/SESSION	: 1 - 2023/2024
DURATION	: 3 HOURS

Instructions:

1. This booklet contains 5 questions. Answer **ALL** questions.
2. All answers should be written in 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:
- i) Culture
 - ii) Subculture
 - iii) Cultural literacy. (6 marks)
- b) Justify why business people avoid ethnocentricity yet develop cultural literacy. (4 marks)
- c) List **THREE (3)** components of culture. (3 marks)
- d) Discover **THREE (3)** characteristics of an organizational culture. (6 marks)

QUESTION 2

- a) Compare Scientific Management (Frederick Taylor) and Bureaucratic Organization (Max Weber). (12 marks)
- b) Analyze McGregor's Theory with implications of the theory. (8 marks)
- c) Differentiate strategic plan, tactical plan and operational plan. (6 marks)
- d) Give **THREE (3)** examples of controlling activities in organization. (3 marks)

QUESTION 3

- a) Compare Herzberg Theory and McClelland Theory. (8 marks)
- b) Give **THREE (3)** types of reinforcement. (3 marks)
- c) Differentiate leader and manager. (4 marks)
- d) Discuss **THREE (3)** categories of leadership skills. (6 marks)

QUESTION 4

- a) Ethics is the study of moral principles or values that determine whether actions are right or wrong and outcomes are good or bad. Describe **THREE (3)** ethical principles. (6 marks)
- b) Distinguish between moral intensity and ethical sensitivity. (4 marks)
- c) Define personality and give **THREE (3)** personality traits according to the "Big Five" personality dimensions. (5 marks)

QUESTION 5

- a) Identify **THREE (3)** leadership styles. (6 marks)
- b) Compare supportive leader and participative leader. (4 marks)
- c) Find **THREE (3)** ways to build trust in organization. (6 marks)

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

