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KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2023/2024 ACADEMIC YEAR
FOR THE DIPLOMA IN BUSINESS ADMINISTRATION
DHR 1106: ORGANIZATIONAL THEORY AND BEHAVIOR

Date:

Time:

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- Describe the different elements of organizational behavior. (4 Marks)
- Highlight the different types of organizational culture. (5 Marks)
- Outline the causes of conflict in an organization. (5 Marks)
- State individual strategies of managing stress at the work place (4 Marks)
- Outline how employees can cope with change in an organization (6 Marks)
- Using relevant examples, outline the for the formation of groups in an organization (6 Marks)

QUESTION TWO (20 MARKS)

- Discuss the importance of organization theory and behavior in management. (8 Marks)
- Using examples explain the factors that influence behavior in an organization. (6 Marks)
- Examine the consequences of work-related stress in the workplace. (6 Marks)

QUESTION THREE (20 MARKS)

- As a member of one of the informal groups in your organization, evaluate some of the factors that may affect group performance in the organization. (8 Marks)
- Discuss different organizational goals and provide examples. (6 Marks)
- With the help of relevant examples, explain the reasons that make people to resist change.(6 Marks)

QUESTION FOUR (20 MARKS)

- As a student of Organization behavior, explain the sources of power in organizations. (8 Marks)
- Discuss the approaches of measuring organizational effectiveness. (8 Marks)
- Examine the factors that lead to the development of organizational culture. (4 Marks)

QUESTION FIVE (20 MARKS)

- As the head of well-being department in your organization, explain ways in which stress can be managed in the organization. (6 Marks)
- Discuss the new trends in the field of organizational behavior. (6 Marks)
- Using Maslow's hierarchy of needs theory, explain the hierarchy of human needs. (8 Marks)