



Kasarani Campus
Off Thika Road
Tel. 2042692 / 3
P. O. Box 49274, 00100
NAIROBI
Westlands Campus
Pamstech House
Woodvale Grove
Tel. 4442212
Fax: 4444175

KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2018/2019 ACADEMIC YEAR
DIPLOMA IN PURCHASING AND SUPPLIES MANAGEMENT
DHR 1106- ORGANIZATION THEORY AND BEHAVIOUR

Date:
Time:

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- a) Explain the following terms as used in Organization theory and behavior
- i) Organizational culture (2 Marks)
 - ii) Attitudes (2 Marks)
 - iii) Values (2 Marks)
 - iv) Organizational culture (2 Marks)
 - v) Perception (2 Marks)
- b) Discuss the difference between formal and informal groups (5 Marks)
- c) Briefly discuss five sources of organizational conflict (5 Marks)
- d) Briefly discuss five ways of managing stress at the work place (5 Marks)
- e) Discuss five ways in which the company can create an ethical organizational culture (5 Marks)

QUESTION TWO (20 MARKS)

- a) Discuss the stages of group development (10 Marks)
- b) Discuss the various ways of managing resistance to change (10 Marks)

QUESTION THREE (20 MARKS)

- a) Discuss Henri Fayol's principles of management (10 Marks)
- b) Discuss the key management functions (10 Marks)

QUESTION FOUR (20 MARKS)

- a) Discuss main causes of work related stress (10 Marks)
- b) Discuss the various methods that management can adopt while handling conflict in the organization (10 Marks)

QUESTION FIVE (20 MARKS)

- a) Discuss the main sources of power in the organization (10 Marks)
- b) Discuss the factors that lead to a development of culture in the organization (10 Marks)