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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 BEHAVIOUR

Date:
Time:

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- a) With practical examples define the term organization. (3 Marks)
- b) Describe the term organization behavior. (3 Marks)
- c) Highlight the various traits of personality. (6 Marks)
- d) Outline the vital elements of organizational behaviour. (6 Marks)
- e) Highlight the importance of having organizational theory and behaviour knowledge in running an organization of your own. (6 Marks)
- f) Highlight the major causes of conflicts in an organization. (6 Marks)

QUESTION TWO (20 MARKS)

- a) Examine the methods of handling conflicts in an organization. (5 Marks)
- b) Discuss ways in which the management can create an ethical organization culture. (7 Marks)
- c) Examine how the process of perception influences your individual behaviour in an organization. (8 Marks)

QUESTION THREE (20 MARKS)

- a) Analyse the individual strategies employees in an organization can use to manage stress. (5 Marks)
- b) Discuss the theories of organization behaviour. (7 Marks)
- c) Discuss the process managers need to follow when incorporating changes in the organization. (8 Marks)

QUESTION FOUR (20 MARKS)

- a) Evaluate the major personality attributes that pose an influence on organization behaviour. (5 Marks)
- b) Explain ways in which one can overcome change resistance in an organization. (8 Marks)
- c) Discuss the techniques that promote political behavior in an organization. (7 Marks)

QUESTION FIVE (20 MARKS)

- a) Examine the trends of organizational behavior. (5 Marks)
- b) Explain the factors that determine the behavior of groups in an organization. (7 Marks)

c) Discuss the major sources of power in an organization.

(8 Marks)