

**CHUKA**



**UNIVERSITY**

**UNIVERSITY EXAMINATIONS**

**EXAMINATION FOR THE AWARD OF DEGREE OF MASTER OF EDUCATIONAL  
MANAGEMENT**

**EAPE 812: ORGANIZATIONAL BEHAVIOUR**

**STREAMS: MED (MGT) PART TIME**

**TIME: 3 HOURS**

**DAY/DATE: WEDNESDAY 08/04/2021**

**2.30 P.M. – 5.30 P.M.**

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**INSTRUCTIONS:**

- **Answer question ONE and any other TWO questions.**
- **Do not write on the question paper.**

1. (a) Explain four sources of resistance to changes in an organization. (8 marks)  
(b) (i) Define what is meant by a drive. (2 marks)  
(ii) Describe the needs in Maslow's Hierarchy of needs (1943) (8 marks)  
(c) Outline any five barriers to effective organizational communication. (7 marks)  
(d) Analyze the differences between positivism and constructivism as explanations of organizational behaviour. (7 marks)
  2. Discuss what is meant by the big five personality traits. (15 marks)
  3. Describe Kotters (1982) eight stages to successful transformational change in an organization. (15 marks)
  4. Explain five conflict resolution approaches in organizations. (15 marks)
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