

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

**EXAMINATION FOR THE AWARD OF DEGREE OF
MASTERS OF EDUCATION**

EAPE 812: ORGANIZATIONAL BEHAVIOUR

STREAMS: MED (EDU)

TIME:3 HOURS

DAY/DATE: TUESDAY 03/12/2019

8.30 AM – 11.30 AM

INSTRUCTIONS:

- **Answer Three Questions only**
- **Question One is Compulsory**

1. (a) What do you understand by the phrase “organizational behavior? [5 marks]
 - (b) Distinguish between
 - (i) Organizational structure and organizational design. [5 marks]
 - (ii) Power and authority [5 marks]
 - (c) Discuss organizational conditions that make an organization effective. [5 marks]
2. (a) What functions do groups fulfill in educational institutions. [10 marks]
 - (b) How can you make the groups in your organization effective. [10 marks]
3. (a) Distinguish between theory X and theory Y. [10 marks]
 - (b) Explain how administrators may use them to influence their actions when dealing with employees. [10 marks]

marks]

4. Discuss the strategies to employ to successfully implement change and minimize resistance in the organization. [20 marks]

5. Most educational institutions in Kenya require good leadership and management to produce results. Discuss this statement making a clear distinction between leadership and management. [20 marks]
-