

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

THARAKA CAMPUS

**EXAMINATION FOR THE AWARD OF MASTER OF EDUCATION
(MANAGEMENT)**

EAPE 812: ORGANIZATIONAL BEHAVIOUR

STREAMS: MED (MGT)

TIME: 3 HOURS

DAY/DATE: WEDNESDAY 11/4/2018

11.30 A.M. – 2.30 P.M.

**INSTRUCTIONS: ANSWER QUESTION ONE AND ANY OTHER TWO QUESTIONS
DO NOT WRITE ON THE QUESTION PAPER**

- Q1. (a) Outline and briefly explain the informal elements of the organization. [5 marks]
- (b) Elaborate on how to empower employees to adjust to technology. [4 marks]
- (c) Explain the link between attitudes and performance of employees in the work place. [5 marks]
- (d) Discuss the implications of Maslow's theory to organizational management. [4 marks]
- (e) Discuss the external factors affecting learning. [4 marks]
- (f) Elaborate on how to pro-actively manage political behaviour in offices. [4 marks]
- (g) Analyze the strategies that can be used to manage resistance to change in organizations. [4 marks]
- Q2. (a) Explain the basic design dimensions in organizational structures. [8 marks]
- (b) Analyze three models of decision making. [9 marks]
- (c) Outline and discuss three styles of conflict management at work place. [3 marks]
- Q3. (a) Analyze the implications of Herzberg's theory to management. [10 marks]
- (b) Discuss the contributions of Carol Rogers to cognitive learning theories. [10 marks]

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- Q4. (a) Discuss the characteristics of well-developed goal. [6 marks]
- (b) Discuss the communication skills for a competent manager. [10 marks]
- (c) Highlight on stages of group management. [4 marks]
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