

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

EXAMINATION FOR THE AWARD OF DEGREE OF MASTER OF EDUCATION MANAGEMENT

EAPE 812: ORGANIZATIONAL BEHAVIOUR

STREAMS: PART TIME

TIME: 3 HOURS

DAY/DATE: THURSDAY 06/12/2018

8.30 A.M – 11.30 A.M

INSTRUCTIONS

- Answer question one and any other two questions
- Do not write on the question paper

1. (a) Explain how the following terms and applied organizational behavior:
 - (i) Systems view of an organization
 - (ii) Valence
 - (iii) Extinction
 - (iv) Managerial grid
 - (v) Laizzes-faire style of leadership. [10 marks]
- (b) What are the four internal components of organizational systems. [8 marks]
- (c) Discuss the primarysources of diversity in a Kenyan workforce?
- (d) Highlight any three conflict management styles and show how they can apply in a school system. [6 marks]
2. Discuss the basic premise in expectancy theory. What possible actions would an individual take to reduce inequality? [15 marks]
3. Discuss the characteristics of well developed goals. Why is feedback of goal progress important? [15 marks]
4. Analyze the stages of formal and informal group development. [15 marks]

5. Managers should proactively manage political behaviour when it occurs? What are some of the ways to manage political behaviour. [15 marks]
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