

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

EXAMINATION FOR THE AWARD OF THE OF DEGREE OF BACHELOR OF
ARTS IN PSYCHOLOGY

PSYC 480—ORGANIZATIONAL BEHAVIOUR AND DEVELOPMENT

STREAMS: BA (PSYC) Y4S1

TIME:2 HOURS

DAY/DATE: THURSDAY 19/12/2024

2.30 P.M. –4.30 P.M.

Instructions

- Answer Question ONE and ANY OTHER TWO.
- Do not write anything on the question paper.

Question One (30 marks)

- a) Showing your understanding of organizational culture, differentiate between open and closed cultures. [6 marks]
- b) Evaluate three advantages and disadvantages of decentralization in organizational structures. [6 marks]
- c) Providing examples of each, differentiate between planned and unplanned organizational change. [6 marks]
- d) Explain three causes of resistance to change in an organization set-up. [6 marks]
- e) Examine three ways in which workplace diversity is likely to impact positively on organizational behaviour. [6 marks]

Question Two (20 marks)

- a) Basing your argument on Gareth Morgan's Metaphor Theory (1986), elaborate three types of organizational metaphors and their relevance. [12 marks]
- b) Discuss four areas in which a psychologist can contribute in matters of organizational behaviour and development. [8 marks]

Question Three (20 marks)

- a) Explain the concepts of power and politics in organizations, refer to specific types of each [8 marks]
- b) Referring to specific institutions/organizations, discuss four negative influence of organizational politics on organizational behaviour and development. [12 marks]

Question Four (20 marks)

- a) A multinational corporation is undergoing significant restructuring. As an organizational development consultant, outline four strategies/approaches you would recommend to manage resistance to change among employees. [12 marks]
- b) Explain four sources of organizational ethics. [8 marks]

Question Five (20 marks)

Drawing your content from Maslow's hierarchy of needs theory, discuss five different areas it can be applied for of motivation within an organization for the enhancement of appropriate organizational behaviour and development. [20 marks]
