

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

**EXAMINATION FOR THE AWARD OF MASTER OF BUSINESS ADMINISTRATION
MBAD 805: ORGANISATIONAL BEHAVIOUR**

STREAMS: MBAD (ODEL)

TIME: 3 HOURS

DAY/DATE: THURSDAY 07/08/2025

8.30A.M. –11.30 A.M

ANSWER QUESTION ONE AND ANY OTHER THREE

QUESTION ONE

- a) Discuss the contributing disciplines to the field of organizational behaviour and point out the key benefits of effective diversity management to an organisation (12 Marks)
- b) The causes of individual behaviour can either related to inherited or learned characteristics. Support this statement. (10 marks)
- c) Explain how a manager can use social learning theory to influence behaviour (8 marks)

QUESTION TWO

- a) Informal groups play an important role in determining the level of performance. Discuss this statement clearly showing how managers make use of the informal groups for the benefit of the organisation? (10 marks)
- b) Discuss the stages of group development citing the role that leaders play at every stage (10 marks)

QUESTION THREE

- a) Although democratic leadership has been praised for its benefits, critics argue that it does more harm than good. Discuss this statement (10 marks)
- b) Leaders are born not made. Using specific examples of leaders in the contemporary society, discuss this statement. (10 marks)

QUESTION FOUR

- a) Explain the components of McLelland's theory of motivation indicating how the theory can be applied to motivated behavior (10 marks)

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- b) Discuss the concept of Management by objective and cite its benefits to organisations .
(10 marks)

QUESTION FIVE

- a) Describe the McKsney 7-S model of change and give reasons why employees in the manufacturing sector may resist change. (11 marks)
- b) Write short notes on the following as you bring out the differences (9 marks)
- i) Productivity and Performance
 - ii) Power and authority
 - iii) Management and leadership
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