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KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2024/2025 ACADEMIC YEAR
FIRST YEAR, FOURTH SEMESTER EXAMINATION
FOR THE DIPLOMA IN BUSINESS ADMINISTRATION
DHR 1106 ORGANIZATIONAL THEORY AND BEHAVIOUR

Date: 9TH AUGUST 2024

Time: 11:30AM – 1:30PM

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- a) Identify six factors that influence individual behavior. (6 Marks)
- b) Explain the Stages in group and team formation. (6 Marks)
- c) Outline Levels of conflicts in organizations. (6 Marks)
- d) Explain three ways of mitigating stress in an organization. (6 Marks)
- e) Identify six ways of promoting organizational culture. (6 Marks)

QUESTION TWO (20 MARKS)

- a) Organizational change refers to the actions in which a company alters a major component of its organization. Discuss reasons for organizational change. (6 Marks)
- b) Power is paramount in any organization. Describe Sources of power in organizations. (7 Marks)
- c) Stress is emotional strain or tension resulting from adverse or demanding circumstances. However, it can be positive or negative. Discuss some forms of positive stress. (7 Marks)

QUESTION THREE (20 MARKS)

- a) Organizations implement changes often. Discuss the consequences of change to organization. (6 Marks)
- b) Measuring organizational performance is important in business and should follow step by step. Explain the Process of measuring organizational performance. (7 Marks)
- c) Organizations are faced by different conflicts. Evaluate the consequences of conflicts in an organization. (7 Marks)

QUESTION FOUR (20 MARKS)

- a) Power is the capacity or ability to direct or influence the behavior of others or the course of events. Explain the Types of power in an organization. (6 Marks)
- b) Organizational culture is important in every organization for its efficiency. Outline the reasons for different organizational culture. (8 Marks)
- c) Discuss the differences between leaders and managers. (6 Marks)

QUESTION FIVE (20 MARKS)

- a) Organizational theory and behavior has evolved with years. Evaluate the challenges posed by issues and trends in organizational theory and behavior. (8 Marks)
- b) Change is inevitable in any organization. Discuss why people resist change. (6 Marks)
- c) Groups are key in organizations. Explain the reason for formation of groups in an organization. (6 Marks)