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KIRIRI WOMEN'S UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2023/2024 ACADEMIC YEAR
FOR THE DIPLOMA IN BUSINESS ADMINISTRATION
DHR 1106: ORGANIZATIONAL THEORY AND BEHAVIOR

Date: 17TH APRIL 2023
Time: 11:30AM-1:30PM

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- a) Define the meaning of the following terms:
 - i) Organization (2 Marks)
 - ii) Organization behavior (2 Marks)
 - iii) Organization Theory (2 Marks)
- b) Highlight the trends of organizational behaviour. (6 Marks)
- c) Outline the factors that determine an individual core self-evaluation. (6 Marks)
- d) Highlight the factors that determine the behavior of groups in an organization. (6 Marks)
- e) List the causes of conflict in an organization. (6 Marks)

QUESTION TWO (20 MARKS)

- a) A group comprises of two or more individuals who interact with one another in such a manner that each individual can influence members of the group and can be influenced by other members of the group. Analyse the three types of groups in organizations. (7 Marks)
- b) Analyse the major types of conflicts in an organization. (8 Marks)
- c) Discuss the various types of organization culture. (5 Marks)

QUESTION THREE (20 MARKS)

- a) Evaluate the sources of power in organizations. (7 Marks)
- b) Discuss ways of overcoming resistance to change in organizations. (8 Marks)
- c) Discuss the four components that should be present in any formal organization. (5 Marks)

QUESTION FOUR (20 MARKS)

- a) Personality is the sum total of ways in which an individual reacts to and interact with others. Discuss its determinants. (8 Marks)
- b) Evaluate the sources of job satisfaction on employees in an organization. (7 Marks)
- c) Evaluate the major personality attributes that pose an influence on organization behavior. (5 Marks)

QUESTION FIVE (20 MARKS)

- a) Discuss the at least two theories of organization behavior. (8 Marks)
- b) Examine the major elements of organization theory and behavior. (7 Marks)
- c) Explain the process of measuring organizational performance. (5 Marks)