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KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2022/2023 ACADEMIC YEAR
FOR THE DIPLOMA OF BUSINESS ADMINISTRATION
DHR 1106 - ORGANIZATIONAL THEORY AND BEHAVIOR

Date: 14th April, 2022
Time: 2.30 am – 4.30am

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

CASE STUDY

As a consultant who deals with employee issues in an organization you have been tasked with the role of finding out why PPP Limited is struggling to understand how to create a positive organization behaviour among its employees. The management team have approached you and informed you that they feel if this issue can be resolved then the organization can restore its glory as it was in the process closure.

- 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 you would mention to PPP limited management team. (6 Marks)
- c) Explain the factors you would advise PPP Ltd that determine an individual core self-evaluation in. (6 Marks)
- d) Highlight the factors that determine the behavior of groups in PPP Ltd. (6 Marks)
- e) Identify the causes of conflict in PPP Ltd. (6 Marks)

QUESTION TWO (20 MARKS)

- a) Discuss the theories of organization behavior. (10 Marks)
- b) Examine the major elements of organization theory and behavior. (10 Marks)

QUESTION THREE (20 MARKS)

- a) Personality is the sum total of ways in which an individual reacts to and interact with others. Discuss its determinants. (10 Marks)
- b) Evaluate the sources and consequences of job satisfaction on employees in an organization. (10 Marks)

QUESTION FOUR (20 MARKS)

- a) Evaluate the major personality attributes that pose an influence on organization behavior. (10 Marks)
- b) Human learning is a complex process involving numerous internal and external factors. Discuss these factors. (10 Marks)

QUESTION FIVE (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. (10 Marks)
- b) Analyse the major types of conflicts in an organization. (10 Marks)