

CHRM 001



KISII UNIVERSITY

UNIVERSITY EXAMINATIONS

**FIRST YEAR EXAMINATION FOR THE AWARD OF
CERTIFICATE IN HUMAN RESOURCE MANAGEMENT / BUSINESS**

ADMINISTRATION

FIRST SEMESTER 2023/2024

[AUGUST-DECEMBER, 2023]

CHRM 001: ORGANIZATIONAL BEHAVIOUR

STREAM: Y1 S1

TIME: 2 HOURS

DAY: FRIDAY, 9.00 – 11.00 A.M.

DATE: 01/12/2023

INSTRUCTIONS

1. Do not write anything on this question paper.

2. Answer Questions ONE and any other THREE Questions

Q1 (COMPULSORY)

- (a) What is organizational behavior. (2 marks)
- (b) Briefly discuss any two models of decision making (8marks)
- (c) List the different types of leaders we have. (2marks)
- (d) Outline the differences between teams and groups (8marks)
- (e) What are the five decision making processes (5marks)

Q2

Outline Henri Fayol's principles of management.

(15 marks)

Q3

Examine the features of organizational behavior.

(15 marks)

Q4

Discuss factors that influence perception. (15marks).

Q5

Organizational structure is important, explain how it affects performance.

(15marks)

Q6

Examine why organizational culture is important to any organization. (15maks)