

KISII UNIVERSITY

UNIVERSITY EXAMINATIONS

FIRST YEAR EXAMINATION FOR THE AWARD OF DIPLOMA IN HUMAN RESOURCE MANAGEMENT AND DIPLOMA IN SALES AND MARKETING

DBAD 0161/DSAM 0161: ORGANIZATIONAL THEORY AND BEHAVIOUR

STREAM: Y1S1

TIME: 2 HOURS

INSTRUCTIONS

- 1. Do not write anything on this question paper.*
- 2. Answer Question ONE and any other THREE Questions.*

QUESTION ONE

- a) Why do we study organizational behavior? (5 marks)
- b) Identify leadership traits that facilitate leadership efficiency. (5 marks)
- c) Identify job design strategies which improve work motivation? (5 marks)
- d) Discuss the process of decision making. (10 marks)

QUESTION TWO

- a) Discuss the characteristics of organization culture. (5 marks)
- b) How can an organization inculcate positive attitude in their culture? (10 marks)

QUESTION THREE

- a) What is the difference between emotions and attitudes?(5 marks)
- b) Describe the stages of group development. (10 marks)

QUESTION FOUR

- a) Discuss the methods through which superior performance can be encouraged in a group. (5 marks)
- b) What are the common characteristics you would find in an effective work group? (10 marks)

QUESTION FIVE

- a) Discuss the big five personality traits (5 marks)
- b) Employees go through stressful moments in the course of performing their duties at the work place. Irrespective of the type and its origin, stress has direct impact on work performance. Identify causes of work related stress. (10 marks)