



MAASAI MARA UNIVERSITY

**REGULAR UNIVERSITY EXAMINATIONS
2023/2024 ACADEMIC YEAR
FIRST YEAR FIRST SEMESTER**

**SCHOOL OF BUSINESS AND ECONOMICS
CERTIFICATE IN HUMAN RESOURCE
MANAGEMENT.**

COURSE CODE: CHR 105

**COURSE TITLE: ORGANIZATIONAL
BEHAVIOR**

DATE: 5/2/2024

TIME: 0830-1030 HRS

INSTRUCTIONS TO CANDIDATE

Answer Question **ONE** and any other **THREE** questions

QUESTION ONE (25 MARKS)

- a) Organizational behavior is a field of study that investigates the impact those individuals, groups and structures have on behavior within the organization, for the purpose of applying such knowledge towards improving organizational effectiveness. Discuss the nature of organizational behavior. **(15 marks)**
- b) Describe the steps in the decision-making process. **(10 marks).**

QUESTION TWO

- a) Highlight any four major determinants of personality. **(8 Marks)**
- b) State the disciplines contributing to organizational behavior. **(7 marks)**

QUESTION THREE

- a) Describe the process of organizational change. **(7 marks)**
- b) Explain the reasons for resistance to organizational change. **(8 marks)**

QUESTION FOUR

- a) Define leadership **(2 marks)**
- b) Explain the styles of leadership. **(6marks)**
- c) Describe the stages of group formation. **(7 marks)**

QUESTION FIVE

- a) Define motivation **(2 marks)**
- b) Elaborate the Maslow's hierarchy of needs theory of motivation. **(8 marks)**
- c) Explain the structures in organizations **(5 marks)**

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