



MAASAI MARA UNIVERSITY

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

**SCHOOL OF BUSINESS AND ECONOMICS
DIPLOMA IN HUMAN RESOURCE
MANAGEMENT**

**COURSE CODE: HRD 003
COURSE TITLE: ORGANIZATIONAL
BEHAVIOUR**

DATE: 1/2/2024

TIME: 1100-1300 HRS

INSTRUCTIONS TO CANDIDATES

1. ANSWER QUESTION ONE AND ANY OTHER **THREE** QUESTIONS
2. THIS PAPER CONSISTS OF TWO PRINTED PAGES, PLEASE TURN OVER.

QUESTION ONE

- a) Explain the significance of organizational behaviour knowledge to managers in an organization. (10mks)
- b) What are task groups? (5mks)
- c) What is the meaning of organization structure? (5mks)
- d) Explain the meaning of interactive conflict. (5mks)

QUESTION TWO

- a) What is the meaning of motivation? (6mks)
- b) Clearly explain the means by which managers use to motivate employees in an organization. (9mks)

QUESTION THREE

All behaviour is somehow shaped by an individual personality and experiences. Briefly discuss the following individual based variables that affect employee performance.

- a) Perception
- b) Values
- c) Attitudes. (15mks)

QUESTION FOUR

Leadership is a very crucial element in management of organizations. Using relevant examples, explain why you think transformational leadership style is the best for organization's performance as opposed to transactional leadership style. (15mks)

QUESTION FIVE

- a) Discuss the sources of power for managers in the organization. (10mks)
- b) Explain the various power tactics used by managers to serve and protect their own interest in the organization. (5mks)

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