



# **MAASAI MARA UNIVERSITY**

**REGULAR UNIVERSITY EXAMINATIONS  
2018/2019 ACADEMIC YEAR  
FIRST YEAR FIRST SEMESTER**

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

**COURSE CODE: HRD 003**

**COURSE TITLE: ORGANIZATIONAL BEHAVIOUR**

**DATE: 26<sup>TH</sup> APRIL, 2019**

**TIME:0830-1030HRS**

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## **INSTRUCTIONS TO CANDIDATES**

Answer question s ONE and any other THREE

## QUESTION ONE

- A. Today's challenges bring opportunities for managers to use organization behavior concepts. In this view, discuss five critical issues confronting managers for which Organizational Behavior offers solutions **(10mks)**
- B. Examine the five key elements which managers need to address when they design their organization's structure **(10mks)**
- C. Explain the five functions of management **(5mks)**

## QUESTION TWO

- A. One of theoretical model, the *cognitive framework*—is helpful in understanding the human behavior and expectation. Provide a brief discussion of the model **(8mks)**
- B. Why does organizational behavior scholars emphasize the need for managers to improve employee attitudes? **(7mks)**

## QUESTION THREE

- A. Each manager in organization plays major role in ensuring that the objectives are met. Briefly describe the major roles of a manager in an organization. **(15mks)**

## QUESTION FOUR

- A. Define performance management and highlight the three major types of behavior that constitute performance at work **(7mks)**
- B. Although no protections *guarantee* accurate performance evaluations, organizational behavior literature offers four key suggestions that can help make the process more objective and fair. Discuss **(8mks)**

## QUESTION FIVE

- A. Define human resource planning and explain its three key aims **(7mks)**
- B. Explain the four judgmental methods for forecasting human resource supply **(8mks)**

**END**

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