



MURANG'A UNIVERSITY COLLEGE
(A constituent college of JKUAT)
SCHOOL OF BUSINESS AND ECONOMICS

HEH 2203 ORGANIZATIONAL BEHAVIOR

Main exam

DATE: 16TH DECEMBER 2013

TIME : 3 HOURS

INSTRUCTIONS

- 1. Question one is compulsory and it carries (30 marks)**
 - 2. Answer any other two questions, each question from question two carries (20 marks)**
 - 3. Exam malpractices will attract heavy penalties**
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- 1a. organizational behavior is an interdisciplinary subject which benefits from the study of several behavioral science subjects. Discuss these subjects. (10 marks)**
 - 1b. Briefly discuss any three internal factors influence perception and any two external factors that influence perception. (10 marks)**
 - 1c. Discusses any three ways of acquiring attitudes and explain any four functions of attitudes. (10 marks)**
 - 2a. Briefly discuss any three types of groups. (6 marks)**
 - 2b. briefly explain the reasons of employees joining groups. (14 marks)**
 - 3a. exhaustively discuss two factor theory by Fredrick Herzberg. (20 marks)**
 - 4a. briefly discuss the five major types of communication in the organization. (10 marks)**
 - 4b. briefly explain any five ways of overcoming barriers to communication. (10 marks)**
 - 5a. discuss any five attributes of a leader. (10 marks)**
 - 5b. briefly discuss any five ways of overcoming resistance to change. (10 marks)**



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Supplementary/special exam

Instructions

- 1. Question one is compulsory and it carries (30 marks)**
- 2. Answer any other two questions, each question from question two carries (20 marks)**
- 3. Exam malpractices will attract heavy penalties**
- 4. Time : 3 hours**

1a. perception is the process by which individuals organize and interpret their sensory impressions in order to give meaning to their environment. What one perceives can be substantially different from objective reality. People often perceive things differently and behave accordingly. In line with this statement, discuss the perception process. **(10 marks)**

1b. values are relatively stable and enduring, but the process of questioning our values may result into change. At times questioning can act to reinforce the values one holds. From this narration, explain any seven values you know off. **(14 marks)**

1c. an attitude is a persistent tendency to feel and behave in a particular way towards some object. Following this statement, discuss the three related psychological factors that make up an attitude. **(6 marks)**

2a. define the word group according to your understanding as an organization behavior student. **(2 marks)**

2b. exhaustively discuss the five stages of group formation. **(10 marks)**

2c. briefly discuss the four types of group concepts. **(8 marks)**

3a. the concept of **theory X** and **theory Y** were advanced by Douglas McGregor. They are a set of assumptions that underlie management's attitudes and beliefs regarding worker behavior. In line with this statement, define the word motivation and discuss the assumptions of **theory X** and **theory Y**. **(10 marks)**



Marks)

3b. briefly discuss the five contemporary theories of motivation. **(10 marks)**

4a. what is communication? Discuss the sender-related barriers and receiver-related barriers of communication. **(10 marks)**

4b. a manager has a lot to do with organizational effectiveness. However, due to the many factors influencing organizational performance, it is questionable as to whether a single leader can make a major difference in the organization's performance. From this statement, discuss any five effective leaderships. **(10 marks)**

5b. with the help of a diagram, discuss Kurt Lewin's process of change management. **(10 marks)**

