



THE CATHOLIC UNIVERSITY OF EASTERN AFRICA

A. M. E. C. E. A

CITY CAMPUS

MAIN EXAMINATION

AUGUST - DECEMBER 2014 TRIMESTER

FACULTY OF COMMERCE

DEPARTMENT OF MARKETING AND MANAGEMENT

EVENING PROGRAMME

CMM 211: ORGANIZATIONAL BEHAVIOUR

P.O. Box 62157
00200 Nairobi - KENYA
Telephone: 891601-6
Fax: 254-20-891084
E-mail: academics@cuea.edu

Date: DECEMBER 2014

Duration: 2 Hours

INSTRUCTIONS: Answer Question ONE and ANY OTHER TWO Questions

- Q1. a) Critically evaluate the fundamental framework of organizational behaviour. **(10 marks)**
- b) Discuss the features of an effective work group in any organization set up. **(10 marks)**
- c) Distinguish autocratic leadership and Laissez-Faire leadership styles and highlight circumstances under which the two leadership styles are appropriate. **(10 marks)**
- Q2. a) Discuss the contribution of Douglas McGregor to the understanding of people at work. **(10 marks)**
- b) Explain the principles of Bureaucratic management approach as depicted by Max Weber. **(10 marks)**
- Q3. a) Discuss the essential elements of the communication process. **(10 marks)**

- b) Explain the beneficial outcomes of optimally designed organizational structures. **(10 marks)**
- Q4. a) Explain any **FIVE** reasons for resistance to change in organizations today. **(10 marks)**
- b) Discuss the critical factors that affect an individual's perceptual set. **(10 marks)**

END