



THE CATHOLIC UNIVERSITY OF EASTERN AFRICA

A. M. E. C. E. A

MAIN EXAMINATION

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AUGUST - DECEMBER 2018 TRIMESTER

FACULTY OF COMMERCE

DEPARTMENT OF MARKETING AND MANAGEMENT

REGULAR / ODEL PROGRAMME

CMM 211: ORGANIZATIONAL BEHAVIOUR

Date: DECEMBER 2018

Duration: 2 Hours

INSTRUCTIONS: Answer Question ONE and ANY OTHER TWO Questions

- Q1. Organization behavior is a study of how employees act as they undertake activities at the work place. In that regard, discuss
- a) The Maslow's theory of motivation and how it relates to key elements of motivation **(10 Marks)**
 - b) Five factor model and its impact on the organization **(10 Marks)**
 - c) Good leadership contribute toward organization behaviour **(10 Marks)**
- Q2. In any given organization, there's always organization conflict which in return causes stress. Explain
- a) Sources of stress **(10 Marks)**
 - b) Methods to deal with Organizational Stress **(10 Marks)**
- Q3. Organizational development is a phenomenon where organizations go through successful change. In this regard.
- a) Discuss the causes of change in an organization. **(10 Marks)**
 - b) Explain John Kotters model o implementing change. **(10 Marks)**
- Q4. Discuss the contributing disciplines to organizational behaviour. **(20 marks)**

END