



THE CATHOLIC UNIVERSITY OF EASTERN AFRICA

A. M. E. C. E. A

P.O. Box 62157

00200 Nairobi - KENYA

Telephone: 891601-6

MAIN EXAMINATION

JANUARY – APRIL 2019 TRIMESTER

FACULTY OF COMMERCE

DEPARTMENT OF MARKETING AND MANAGEMENT

REGULAR PROGRAMME

CMM 211: ORGANIZATIONAL BEHAVIOUR

Date: APRIL 2019

Duration: 2 Hours

INSTRUCTIONS: Answer Question ONE and ANY OTHER TWO Questions

- Q1. Organization behavior is a field of study that integrates different disciplines. This is so because studying the behavior of human beings is a complex phenomenon thus more reason for many different disciplines integrated in Organization behavior. In this perspective,
- a) Discuss the scope of Organizational Behaviour **(10 Marks)**
 - b) Discuss the elements of organization structure showing how they contribute toward organization behavior **(12 Marks)**
 - c) What is Organization Politics? **(1 mark)**
 - d) Explain the major causes of political behavior in organizations. **(7 Marks)**
- Q2. Discuss the causes of work related stress and how it can affect organization behaviour. **(20 Marks)**
- Q3. Communication in any form of environment is the backbone of the context activity. Organizations must have effective communication that shapes the behavior of its employees who must understand the do's and don'ts. Bearing this in mind,
- a) Explain your understanding of communication **(2 Marks)**

- b) Discuss the essential types of organizational communication and the content that is most likely to be passed through each type.

(18 Marks)

Q4. We need leaders today to challenge the status quo, create visions of the future and inspire organizational members to want to achieve the visions. In the same breath, organizations need managers to formulate plans, create efficient organizational day to day operations.

- a) Define Organization Leadership
- b) Discuss the trait theory of Leadership that can assist the manager/leader influence the achievement of organizational goals.

(15

Marks)

END