



(University of Choice)

**MASINDE MULIRO UNIVERSITY OF
SCIENCE AND TECHNOLOGY
(MMUST)**

MAIN CAMPUS

**UNIVERSITY EXAMINATIONS
2018/2019 ACADEMIC YEAR**

SECOND YEAR SECOND SEMESTER EXAMINATIONS

FOR THE DEGREE

OF

BACHELOR OF SOCIAL WORK

COURSE CODE: SCR 207

COURSE TITLE: ORGANIZATIONAL BEHAVIOUR

DATE: 28/5/2019

TIME: 4:00PM-6:00PM

INSTRUCTIONS TO CANDIDATES

Answer question **ONE** (30 marks) and any other **TWO** questions (20 marks each)

TIME: 3 Hours

MMUST observes ZERO tolerance to examination cheating

This Paper Consists of 2 Printed Pages. Please Turn Over.



Question one:

- a) What is organizational behaviour?(2mks)
- b) Organizational behaviour is built upon contributions from fields briefly explain (8mks)
- c) List out the assumptions of McGregor's Theory X and Theory Y. which one is most appropriate for application in the liberalized Kenyan economy?(10mks)
- d) Explain the challenges and opportunities of Organizational Behaviour (10mks)

Question two:

“Organizations are pervasive in the modern society.” Critically analyze the statement with the use of appropriate examples.(20mks)

Question three:

Discuss understanding of behaviour using the cognitive approach and reinforcement approach giving the differences of these approaches (20mks)

Question four:

Draw a comparison between Herzberg's and Maslow models in explaining Organization Behaviour (20mks)

Question five:

Using suitable examples, demonstrate the concept of an organization as a system. Why should organizations be studied from the perspective of systems approach? (20mks)