

260



(University of Choice)

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

MAIN EXAM

UNIVERSITY EXAMINATIONS

2021/2022 ACADEMIC YEAR

SECOND YEAR SECOND SEMESTER EXAMINATIONS

FOR THE BACHELOR

OF

SOCIAL WORK/CRIMINOLOGY AND CRIMINAL JUSTICE

COURSE CODE: SCR 207

COURSE TITLE: ORGANIZATIONAL BEHAVIOUR

DATE: 27/4/2022

TIME: 3:00-5:00PM

INSTRUCTIONS TO CANDIDATES

Answer the question out of 30 marks (compulsory) and any other two questions

TIME: 2 Hours

MMUST observes ZERO tolerance to examination cheating



1. a. Explain the three (3) levels of an organization that organizational behaviour analyses. **(15 marks)**
- b. Define organizational behaviour and give three purposes of studying it for social work and criminology students **(4 marks)**
- c. In four points differentiate work teams from work groups. **(4 marks)**
- d. List down the foundations of organizational behavior and explain how they contributed to the study of organizational behavior. (7marks)
2. a. What are the factors that influence organizational change? **(10 marks)**
- b. Define resistance to change and suggest strategies for overcoming resistance to change **(10 marks)**
3. a. What is learning? Explain cognitive and observational learning. **(10 marks)**
- b. Explain the reasons for interpersonal conflict in organizations. **(10 marks)**
4. a. Distinguish between positive reinforcement and negative reinforcement. **(10 marks)**
- b. Explain the challenges of organizational behaviour. **(10 marks)**
5. Outline the different organizational development techniques. **(20 marks)**