



*(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**

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### **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)