



FreeExams.co.ke

UNIVERSITY EXAMINATIONS

SECOND YEAR

SPECIAL/SUPPLEMENTARY EXAMINATIONS

**FOR THE BACHELORS
IN
CRIMINOLOGY & SOCIAL WORK**

COURSE CODE: SCR 222

COURSE TITLE: ORGANIZATIONAL BEHAVIOUR

DATE: 10TH/AUGUST/2023

TIME: 2PM-4PM

INSTRUCTIONS TO CANDIDATES

Answer question one (compulsory) and any other two questions

TIME: 2 Hours

1. (a). Managers need to have the skills to reduce or resolve conflict at the interpersonal level, both between themselves and subordinates and between individuals / groups within their purview. Identify and explain the interpersonal techniques used in handling organizational conflicts. (8marks)

(b) Identify and discuss the key elements in the organizations specific external environment. (7marks)

(c). The concept of " learning organization," is based on the need for organizations to develop a capacity to learn from the environment and from operational problems so that they are able to recognize the change imperatives and how they may be responded to. Identify the elements of the learning cycle in the learning organization. (7marks)

(d). using an organization you understand well, discuss the contributions of Fredrick Taylor to the development of organizational studies. (8marks).

2. (a) Discuss the characteristics of the learning organization in organization in organizational development process.(10marks)

(b). Identify the basic schedules of reinforcement that can be used by administrators and managers in organizations. (10marks)

3. (a). With the help of a diagram, explain the Maslow's hierarchy of needs and how it influences the employees' behavior in organizations. (10marks)

(b). Identify and explain the assumptions by Herbert Simon, as pertains the rational decision making model. (10marks)

4. (a). As manager of newly developed organization, discuss the considerations put in place to ensure that groups formed within the organizations are effective. (10marks)

(b). what is the purpose of delegation in any organization. (10marks)

5. (a). Discuss the importance of organizational behavior in organization development. (10marks)

(b). MBO is assumed a method of managing managers rather than the workforce at large. What are the basic elements of management by objectives? (10marks).