MAASAI MARA UNIVERSITY

REGULAR UNIVERSITY EXAMINATIONS 2022/2023 ACADEMIC YEAR
FOURTH YEAR/ *SECOND* SEMESTER
SCHOOL OF ARTS & SOCIAL SCIENCES
BACHELOR OF ARTS IN COMMUNICATION & PUBLIC RELATIONS

COURSE CODE: CPR 4201

COURSE TITLE: ORGANIZATIONAL BEHAVIOR II

DATE: APRIL, 2023   TIME: 2 HOURS

INSTRUCTIONS TO CANDIDATES

1. Answer questions one and any other two questions.

QUESTION ONE

a) Describe FOUR barriers to communication and recommend possible solutions to these barriers. (8 Marks)

b) As a manager in a busy multinational fast foods organization, illustrate why you would put a lot of emphasis on employee motivation. (8 Marks)

c) Outline THREE main leadership styles that are commonly used in organizations today. (6 Marks)

d) Organizational behavior is an applied behavioral science that is built on contributions from a number of disciplines. Briefly discuss the scope of organizational behavior. (8 Marks)

QUESTION TWO

(a) Differentiate the following terms as used in organizational behavior.
(8 Marks)

   i.   Leadership and management
   ii. Power and authority
   iii. Intrinsic and extrinsic motivation
   iv. Organizational groups and organizational teams

(b) "Great leaders possess a set of stable and enduring traits or characteristics that set them apart from their followers. Great Leaders are born and not made" Critically analyze the above statement.
(12 Marks)

QUESTION THREE

(a) Discuss the functions of organizational teams. (10 Marks)

(b) The pace of change in organizations today is accelerating and transformation is occurring at the work place. Highlight the importance of studying organization behaviour today.(10 Marks)

QUESTION FOUR

(a) Discuss the contribution of the Two-Factor theory of motivation by Fredrick Herzberg to organizational behavior.   (10 Marks)

(b) Power is a mechanism that is continually used to achieve organizational, group and individual goals. Discuss the FIVE different power bases.   (10 Marks)

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