



**MAASAI MARA UNIVERSITY**  
**REGULAR UNIVERSITY EXAMINATIONS**  
**2018/2019 ACADEMIC YEAR**  
**SECOND YEAR SECOND SEMESTER**

**SCHOOL OF ARTS AND SOCIAL SCIENCES**  
**BACHELOR OF SCIENCE IN PUBLIC**  
**RELATIONS**

**COURSE CODE: CPR 2208**

**COURSE TITLE: ORGANIZATIONAL BEHAVIOUR**

**DATE: 15<sup>TH</sup> APRIL 2019**

**TIME: 11.00AM-1.00PM**

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**INSTRUCTIONS TO CANDIDATES**

- Question **ONE** is compulsory
- Answer any other **TWO** questions

QUESTION ONE. (30mks)

- a) Discuss the relevance of teaching organizational behaviour to students of communication. (15mks)
- b) Illustrate theory X and theory Y. (15mks)

QUESTION TWO

- b) Every organization has a culture. By use of examples, identify five types of culture. (20 mks)

QUESTION THREE

- a) Explain five causes of stress in organizations and discuss some of the ways the manager can use so as to manage it. (20 mks)

QUESTION FOUR

- Using examples, elaborate on Maslow's hierarchy of needs and apply it to the work situation. (20mks)

QUESTION FIVE

- c) Discuss the importance of motivating employees in organizations. (20mks)

**//END**