



**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**

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**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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