



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: 15TH APRIL 2019
11.00AM-1.00PM

TIME:

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)

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