

SC9n

Name: _____ Index No. _____

2908/301
ORGANIZATION BEHAVIOUR
 November 2015
 Time: 3 hours

Candidate's Signature: _____

Date: _____



THE KENYA NATIONAL EXAMINATIONS COUNCIL

**DIPLOMA IN HUMAN RESOURCE MANAGEMENT
 MODULE III**

ORGANIZATION BEHAVIOUR

3 hours



INSTRUCTIONS TO CANDIDATES

- Write your name and index number in the spaces provided above.*
- Sign and write the date of the examination in the spaces provided above.*
- This paper consists of **SEVEN** questions.*
- Answer any **FIVE** questions.*
- All questions carry equal marks.*
- Write your answers in the spaces provided in this question paper.*
- Do **NOT** remove any pages from this question paper.*
- Candidates should answer the questions in English.*

For Examiner's Use Only

Question	1	2	3	4	5	6	7	TOTAL SCORE
Candidate's Score								

This paper consists of 16 printed pages

Candidates should check the question paper to ascertain that all the pages are printed as indicated and that no pages are missing.

1. (a) Explain **five** ways in which political science as a discipline of has contributed to the development of organizational behaviour. (10 marks)
- (b) Highlight **five** personality attributes that may influence the behaviour of an individual employee in an organization. (10 marks)
2. (a) Outline **five** strategies that a leader may adopt to promote team cohesiveness in an organization. (10 marks)
- (b) Explain **five** factors that managers should consider in order to ensure effective departmentation in an organization. (10 marks)
3. (a) Grid organization development is one of the interventions used in organizational development. Describe the stages of this intervention. (12 marks)
- (b) Highlight **four** indicators of constructive conflict in an organization. (8 marks)
4. (a) Highlight **five** measures that management may take in order to minimize role-related stress among employees in an organization. (10 marks)
- (b) Outline **five** features of planned change in an organization. (10 marks)
5. (a) Explain **six** ways in which managers may contribute to unethical behaviour among employees in an organization. (12 marks)
- (b) Give **four** reasons that make it necessary for team members to enforce group norms. (8 marks)
6. (a) Highlight **six** measures that management may take in order to minimize conflicts between line executives and staff officers in an organization. (12 marks)
- (b) Give **four** reasons that make it necessary for a manager to have a good understanding of employees' attitude towards work in an organization. (8 marks)
7. (a) The management of Makamu Limited has embraced organizational development in its operations. Explain **five** benefits that the organization may derive from this move. (10 marks)
- (b) Explain **five** ways in which counselling may positively affect the behaviour of employees in an organization. (10 marks)