

2908/301

ORGANIZATION BEHAVIOUR

July 2016

Time: 3 hours



THE KENYA NATIONAL EXAMINATIONS COUNCIL

**DIPLOMA IN HUMAN RESOURCE MANAGEMENT
MODULE III**

ORGANIZATION BEHAVIOUR

3 hours

INSTRUCTIONS TO CANDIDATES

This paper consists of SEVEN questions.

Answer any FIVE questions.

All questions carry equal marks.

Write your answers in the answer booklet provided.

Candidates should answer the questions in English.

This paper consists of 2 printed pages.

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

1. (a) Explain **five** ways in which individual employees may minimize their perceptual distortions at the workplace. (10 marks)
- (b) Outline **five** disciplines that have contributed to the understanding of human behaviour in organizations. (10 marks)
2. (a) Explain **five** differences between delegation and decentralization in relation to management practice. (10 marks)
- (b) Explain **five** ways in which management may increase the level of social support to their employees in an attempt to minimize stress among them. (10 marks)
3. (a) Highlight **five** circumstances under which social loafing may hinder the development of effective work teams in an organization. (10 marks)
- (b) Explain **five** benefits that a business enterprise may derive from inter-organizational conflicts. (10 marks)
4. (a) Highlight **five** circumstances under which an organization may find it necessary to undertake structural change. (10 marks)
- (b) Highlight **five** factors that may encourage members of a group to accept an individual as their leader. (10 marks)
5. (a) Quality of Working Life has recently gained a lot of importance in the study of organization behaviour. Outline **six** components of this concept. (12 marks)
- (b) Explain **four** economic factors that may influence the behaviour of employees in an organization. (8 marks)
6. (a) Give **six** reasons that may make an organization reluctant to use the functional organization structure. (12 marks)
- (b) Interdependence among groups may be classified into various categories. Explain **four** such categories. (8 marks)
7. (a) Outline **five** humanistic values upon which organization development is built. (10 marks)
- (b) Explain **five** ways in which workforce diversity may influence the behaviour of employees at the workplace. (10 marks)

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