

3072

2906/301

2926/301

**ORGANIZATION THEORY
AND BEHAVIOUR**

July 2019

Time: 3 hours



THE KENYA NATIONAL EXAMINATIONS COUNCIL

BUSINESS EDUCATION SINGLE AND GROUP CERTIFICATE EXAMINATIONS

**DIPLOMA IN BUSINESS MANAGEMENT
DIPLOMA IN HUMAN RESOURCE MANAGEMENT**

MODULE III

ORGANIZATION THEORY AND BEHAVIOUR

3 hours

INSTRUCTIONS TO CANDIDATES

This paper consists of SEVEN questions.

Answer any FIVE questions in the answer booklet provided.

All questions carry equal marks.

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 questions are missing.**

1. X (a) Explain **five** contributions that the Hawthorne Studies made towards understanding human behaviour. (10 marks)
- (b) Outline **five** work related factors that may cause stress to an employee. (10 marks)
2. ✓ (a) Explain **five** reasons why conflicts may arise between staff and line managers in an organization. (10 marks)
- (b) Outline **five** circumstances under which a formal group may initiate resistance to change in an organization. (10 marks)
3. (a) Explain **five** ways in which a manager may ensure co-operation between different work groups in an organization. (10 marks)
- (b) Outline **five** indicators of organizational effectiveness. (10 marks)
4. (a) Explain **five** negative effects of organizational politics on employees. (10 marks)
- (b) Outline **five** ways in which a manager may influence the behaviour of employees to achieve organizational goals. (10 marks)
5. ✓ (a) Outline **five** factors that may account for the behaviour manifested by an employee at the workplace. (10 marks)
- (b) Explain **five** factors that may contribute to work group cohesiveness. (10 marks)
6. (a) Outline **five** advantages of successful conflict resolution in an organization. (10 marks)
- (b) Explain **five** strategies that an organization may adopt to cope with a fast changing technological environment. (10 marks)
7. (a) Describe the sources of **five** types of power in an organization. (10 marks)
- (b) The management of Netix Limited has been striving to create an ethical culture within the organization. Explain **five** reasons that may account for this move. (10 marks)

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