

CHUKA



UNIVERSITY

**UNIVERSITY EXAMINATIONS**

**EXAMINATION FOR THE AWARD OF DEGREE OF BACHELOR OF  
PSYCHOLOGY**

**PSYC 480: ORGANIZATIONAL BEHAVIOUR AND DEVELOPMENT**

**STREAMS: B.PSYC**

**TIME: 2 HOURS**

**DAY/DATE: THURSDAY 25/03/2021**

**11.30 A.M. – 1.30 P.M.**

**INSTRUCTIONS**

- *Answer three questions only. Question one is compulsory.*
- *Do not write on the question paper*

**Question one**

- (a) Briefly explain the meaning of the following terms as used in organizations.
- |                                 |           |
|---------------------------------|-----------|
| (i) Organizational behavior     | (3 marks) |
| (ii) Organizational development | (3 marks) |
| (iii) Organizational structure  | (3 marks) |
| (iv) Organization culture       | (3 marks) |
- (b) Identity four types of organizational structure (4 marks)
- (c) State four reasons why people resist change in on organization (4 marks)
- (d) Give Five reasons why study of organizational behavior is important (10 marks)

**Question two**

- (a) Discuss and show the significance of any TWO of the following theories of organizational behavior (20 marks)
- |                                       |
|---------------------------------------|
| (i) Maslow's theory of human needs    |
| (ii) McGregor's theory X and theory Y |

- (iii) Taylor's theory of human behavior
- (iv) Personality theory of human behavior

**Question three**

- (a) What is attribution theory (4 marks)
- (b) Discuss three internal and three external causes of attribution (6 marks)
- (c) Suggest five steps of building a high performing organizational culture (10 marks)

**Question four**

- (a) Explain the following terms in relation to organizational behavior (10 marks)
    - (i) Perception
    - (ii) Diversity
    - (iii) Ethics
    - (iv) Innovation
    - (v) Organizational metaphors
  - (b) State five benefits of diversity in organization (10 marks)
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