

AGED 814

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

**FIRST YEAR EXAMINATION FOR THE AWARD OF MASTER
OF SCIENCE IN AGRICULTURAL EDUCATION**

AGED 814: ORGANIZATIONAL THEORY

STREAMS: MSC (AGED) SB

TIME: 3 HOURS

DAY/DATE: WEDNESDAY 15/04/2020

8.30 A.M. – 11.30 A.M.

INSTRUCTIONS:

- Answer ALL questions in section A and any other two from section B
- Do not write on the question paper

SECTION A

QUESTION ONE (20 MARKS)

- (a) Explain clearly, using examples where relevant, the differences between the following:
- (i) Stereotyping and Halo effect [3 marks]
 - (ii) Theory X and Theory Y [3 marks]
- (b) Differentiate between classical and operant conditioning theories? [6 marks]
- (c) Explain the observable symptoms of conflict within organizations [3 marks]
- (d) “Human behaviour is caused, motivated and goal directed”. Explain [5 marks]

SECTION B (40 MARKS)

QUESTION TWO

- (a) Define personality [2 marks]
- (b) Discuss why managers need to understand or study personality within the organization [10 marks]
- (c) Explain the various types stages that explain the evolution of groups [8 marks]

QUESTION THREE

- (a) Explain the five basic need levels in Maslow's hierarchy of needs [5 marks]
- (b) Explain the four basic types of reinforcement [8 marks]
- (c) Summarize the basic premises of expectancy theory [7 marks]

QUESTION FOUR

- (a) The process of perception is organized and patterned. Explain some of the principles that psychologists have put forward concerning perception. [12 marks]
- (b) Explain the need of a strong culture in an organization [8 marks]

QUESTION FIVE

- (a) Explain how the organizational structure and processes affect employee behaviour in an organization. [7 marks]
 - (b) Explain the various approaches of organizational effectiveness [8 marks]
 - (c) How can organizational managers overcome resistance to change in organizations [5 marks]
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