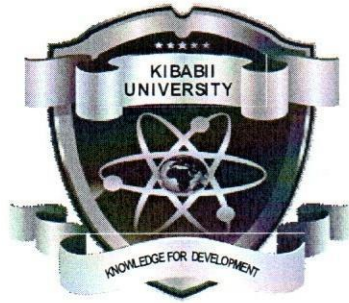


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**KIBABII UNIVERSITY**

**UNIVERSITY EXAMINATION  
ACADEMIC YEAR 2020/2021**

**FIRST YEAR SECOND SEMESTER REGULAR EXAMINATION**

**MASTERS OF EDUCATION IN EDUCATIONAL PLANNING AND MANAGEMENT**

**COURSE CODE: EPM 838E**

**COURSE TITLE: ORGANIZATIONAL BEHAVIOUR**

**DATE: 8<sup>th</sup> OCTOBER, 2021 TIME 2.00PM-5.00PM**

**DURATION: 3 HOURS**

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**INSTRUCTIONS TO CANDIDATES**

Answer Question One (compulsory) and Any other TWO (2) Questions

**SECTION A**

1. a. Explain the process of perception and how it affects work behaviors (5mks)
- b. Describe how good communication with other can influence our working relationships (5mks)
- c. Outline the steps to in creating and maintaining a cohesive team (5mks)
- d. Explain the importance of the knowledge of organizational behaviour to a school Principal (5mks)
- e. Identify and explain the key set of behaviors that matter for organizational performance (10mks)

**SECTION B**

2. Discuss the similarities and differences among five models of organizational behavior (15mks).

3. Analyse the possible conflict resolution strategies adopted by school Principals (15mks)
4. With reference to Teachers Service Commission, discuss the continuing challenges of Organizational Behaviour(15marks)

**KIBU observes ZERO tolerance to examination cheating**

*This Paper Consists of 3 Printed Pages. Please Turn Over.*