



KIBABII UNIVERSITY

**UNIVERSITY EXAMINATION
ACADEMIC YEAR 2021/2022**

FIRST YEAR SECOND SEMESTER REGULAR EXAMINATION

**MASTERS OF EDUCATION IN EDUCATIONAL MANAGEMENT AND POLICY
STUDIES**

COURSE CODE: EPM 838E

COURSE TITLE: ORGANIZATIONAL BEHAVIOUR

DATE: 26th MAY, 2022

TIME: 2:00-4:00PM

DURATION: 2 HOURS

INSTRUCTIONS TO CANDIDATES

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

KIBU observes ZERO tolerance to examination cheating

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

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KIBU-QA-F-003

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(15mk)

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