



MASENO UNIVERSITY
UNIVERSITY EXAMINATIONS 2016/2017

**FIRST YEAR SECOND SEMESTER EXAMINATIONS FOR THE
DIPLOMA IN PURCHASING AND SUPPLIES MANAGEMENT**

CITY CAMPUS - EVENING

ADB 0101: ORGANIZATION BEHAVIOUR

Date: 21st November, 2016

Time: 5.30 – 8.30 pm

INSTRUCTIONS:

- Answer question ONE and any other TWO questions.



Q1.

- a. State and explain four criticisms to Maslow's Motivation theory (8mks)
- b). Briefly explain five reasons why employees need motivation (10mks)
- c). With the aid of a diagram, explain the communication process (12mks)

Q2.

- a). State and explain the importance of knowledge management to the organization (10mks)
- b). State and explain five sources of values (10mks)

Q3.

- a). Describe and explain the stages of group formation (10mks)
- b). Douglas McGregor is known for his two-factor theory of motivation. Describe this theory. (10mks)

Q4.

- c) Why would an organization want to re-engineer itself? (10mks)
- b). Stress management at the workplace is crucial to organization performance. Explain various ways of managing stress (10mks)