



KENYATTA UNIVERSITY

UNIVERSITY EXAMINATIONS 2019/2020

DIGITAL SCHOOL OF VIRTUAL AND OPEN LEARNING (DSVOL)

SECOND SEMESTER EXAMINATION FOR DIPLOMA IN SECURITY MANAGEMENT
AND POLICING STUDIES

KPS 032: ORGANIZATIONAL BEHAVIOR AND MANAGEMENT

DATE: WEDNESDAY, 21ST OCTOBER 2020

TIME: 11.00A.M. - 1.00 P.M.

INSTRUCTIONS:

Answer Question ONE Compulsory and any other TWO Question

1. i) Explain the meaning of organizational behavior (5 marks)
ii) Differentiate between a group and a team. (5 marks)
iii) Outline at least five characteristics of perception. (10 marks)
iv) State at least five principles of an organization. (10 marks)
2. a) Explain the importance of motivating employees at workplace in a company (10 marks)
b) Explain with examples the steps in Abraham Maslow's hierarchy of needs theory. (10 marks)
3. a) Explain the types of leadership found in an organization (10 marks)
b) Explain the types of groups that are likely to be found in a given organizations (10 marks)
4. a) Explain the importance of an organization having a good performance appraisal system at workplace. (10 marks)
b) Explain the problems that might be brought about by this performance appraisal system at workplace (10 marks)