



**REFORMED CHURCH UNIVERSITY**

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**FACULTY OF COMMERCE**

**MASTER OF COMMERCE IN PUBLIC ADMINISTRATION**

**ORGANISATIONAL BEHAVIOR**

**MPA 105**

**PART 1 SEMESTER 1 EXAMINATION**

**TOTAL MARKS [100]**

**DATE: DECEMBER 2024**

**Time: 3 Hours**

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**INSTRUCTIONS**

1. This paper has ***six (6)*** questions
2. Answer question ***one (1)*** and ***any*** other ***three (3)***
3. Each question carries ***25 marks***
4. Start each question on a new page

1. 1. Examine the SOBC model of O.B, giving relevant examples. [25 Marks]
2. Citing relevant examples, discuss the four basic functions of management. [25 Marks]
3. Explain the 3 theories of conflict management. [25 Marks]
4. Compare and contrast Abraham Maslow's theory to any one content motivation theory. [25 Marks]
5. Distinguish between formal and informal organizations highlighting which form is the best and why. [25 Marks]
6. Explain the team formation process and its importance in formal organizations. [25 Marks]

**END OF PAPER**