

END OF SEMESTER EXAMINATION FOR

BACHELOR OF COMMERCE

HRM 2101: ORGANIZATIONAL BEHAVIOUR

WEEKEND CLASS. MAY-AUGUST SEMESTER 2020.

INSTRUCTIONS: ANSWER ALL THE QUESTIONS

QUESTION ONE

- a) Organizational dynamics affect various aspects of an organization which needs to be addressed in the process of change management. Discuss the key aspects addressed by successful leaders in their quest for effective change (10marks)

- b) Identify the five primary conflict-handling intentions, giving the title of each and the cooperative and assertiveness dimensions of each (10marks)

QUESTION TWO

- a) Using relevant examples of work situations highlight some of the dynamics behind group formation and identify the reasons which play an influential role in the formation of a group (10 marks)

- b) Highlight five ways in which employees may become the agents of change in an organization (10marks)

QUESTION THREE

- a) Using the levels of culture as captured in the iceberg analogy, explain how the dimensions of culture can influence the performance of an organization (5 marks)

- b) Explain the five negative effects of excessive decentralization of authority in an organization (5marks)