

**NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY**

**FACULTY OF COMMERCE**

**DEPARTMENT OF BUSINESS MANAGEMENT**

**ORGANISATIONAL BEHAVIOUR – CBU 2105**

**FINAL EXAMINATION – JANUARY 2008**

**TIME ALLOWED – 3 HOURS**

**INSTRUCTIONS TO CANDIDATES**

- *Answer any **four** questions.*
- *Questions can be answered in any order.*
- *As much as possible, use relevant examples.*

**Question 1**

Outline the main features of Hans Jurgen Eysenck's personality theory and show its relevance to the world of work. **[25 marks]**

**Question 2**

With the aid of at least **two** theories, explain how values lay foundations for good or bad ethical behaviour in organisations. **[25 marks]**

**Question 3**

Using the concept of perceptual organisation, explain how the perception process organises incoming stimuli. What perceptual distortions arise in organisations due to this concept? **[25 marks]**

**Question 4**

(a) What work related variables determine job satisfaction? **[12 marks]**

(b) Discuss the major ways in which job satisfaction can be measured. **[13 marks]**

**Question 5**

Describe symptoms of employee burnout and then discuss procedures managers can take to reduce the occurrence of burnout in their organisations. **[25 marks]**

**Question 6**

- (a) Describe the characteristics of self-managed teams. [12 marks]
- (b) What benefits accrue to organisations that transform themselves into self managed teams? [13 marks]

**Question 7**

- (a) How can one develop power within an organization? [12 marks]
- (b) How can political power within an organization be used productively? [13 marks]