

**NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY**

**FACULTY OF COMMERCE**

**DEPARTMENT OF BUSINESS MANAGEMENT**

**BACHELOR OF COMMERCE (HONOURS) DEGREE IN MANAGEMENT**

**ORGANISATIONAL BEHAVIOUR – CBU 2105**

**FINAL EXAMINATION – JANUARY 2013**

**TIME ALLOWED: 3 HOURS 30 MINUTES**

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**INSTRUCTIONS TO CANDIDATES**

Answer any **Four** questions.

**INFORMATION TO CANDIDATES**

- (i) All questions carry **25** marks each.
- (ii) Questions may be answered in any order.
- (iii) Credit will be given for the use of appropriate examples.
- (iv) This paper contains **Seven** questions.

**QUESTION 1**

- (a) You have been invited to present a paper on the importance of organisational behaviour studies to managers in Zimbabwe. Discuss some of the issues that you are likely to highlight in your presentation.

**[15 Marks]**

- (b) Can the behavioural sciences such as organisational behaviour ever reach the precision and predictability that exists in the physical sciences?

**[10 Marks]**

## **QUESTION 2**

Explain how independent variables such as age, gender, marital status and ability impact on employee productivity, absenteeism and job satisfaction in organisations. **[25 Marks]**

## **QUESTION 3**

(a) Discuss the value types that were propounded by Allport and Associates, highlighting the congruent occupation(s) that might be associated with a particular value type. **[15Marks]**

(b) Of what benefit is the study of values and attitudes to organisational behaviour? **[10 Marks]**

## **QUESTION 4**

(a) With the aid of a diagram, describe Moorhead and Griffin's causes and consequences theory and show how it explains job satisfaction in the work place. **[10 Marks]**

(b) Discuss any **three** ways in which employees can express their dissatisfaction with their jobs. **[15 Marks]**

## **QUESTION 5**

'Coping strategies for job stress exist for both the individual and the organisational level'. Summarize and evaluate these various strategies for preventing and/or more effectively managing stress. **[25 Marks]**

## **QUESTION 6**

(a) Discuss the term 'personality.' **[7 Marks]**

(b) Describe and explain the relevance of Hans Jurgen Eysenck's personality theory to the world of work. **[18 Marks]**

**QUESTION 7**

Describe the characteristics of self-managed teams. What benefits accrue to organisations that transform themselves into self-managed teams?

**[25 Marks]**

**END OF EXAMINATION**