

NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY

FACULTY OF COMMERCE

DEPARTMENT OF BUSINESS MANAGEMENT

BACHELOR OF COMMERCE (HONOUR`S) DEGREE IN MANAGEMENT

ORGANISATIONAL BEHAVIOUR – CBU 2105

SUPPLEMENTARY EXAMINATION – AUGUST 2013

TIME ALLOWED: 3 HOURS

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) As much as possible, use relevant examples.
- (iv) This paper contains **Seven** questions.

QUESTION 1

(a) With the aid of examples from organisational behaviour explain the differences between dependent and independent variables.

[7 Marks]

(b) Discuss how biographical characteristics such as age, gender and marital status impact on employee productivity, turnover and job satisfaction.

[18 Marks]

QUESTION 2

Gordon Allport and Laurence Kohlberg developed separate approaches to depict values. Describe the two approaches and show the benefits of the study of values to organisational behaviour.

[25 Marks]

QUESTION 3

- (a) Identify and explain any **three** components of attitudes. **[9 Marks]**
- (b) Using the concept of cognitive dissonance, discuss how attitudes can be changed in an organisational set-up. **[16 Marks]**

QUESTION 4

- (a) Describe Herzberg's two-factor 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

- (a) 'Several factors affect perceptual selectivity'. Identify and explain any **three** of these factors. **[10 Marks]**
- (b) Discuss any **three** perceptual distortions that result from perceptual organisation and how these impact on the organisation environment. **[15 Marks]**

QUESTION 6

Group decision making has potential advantages and disadvantages for organisations.

- (a) Identify and explain at least **four** of these advantages and disadvantages. **[8 Marks]**
- (b) Show how groupthink may limit the functioning of group decision making. **[5 Marks]**
- (c) Discuss any **two** techniques that may be used to improve group decisions. **[12 Marks]**

QUESTION 7

(a) Explain the reasons why people fear the use of power within an organisation. **[15 Marks]**

(b) How can power be productively used within an organisation?
[10 Marks]

END OF EXAMINATION