



FINAL EXAMINATION
MARCH 2023

COURSE TITLE	ORGANISATIONAL BEHAVIOUR
COURSE CODE	RMGT3113
DATE/DAY	21 JUNE 2023 / WEDNESDAY
TIME/DURATION	05:00 PM - 07:00 PM / 02 Hour(s) 00 Minute(s)

INSTRUCTIONS TO CANDIDATES :

1. Please read the instruction under each section carefully.
2. Candidates are reminded not to bring into examination hall/room any form of written materials or electronic gadget except for stationery that is permitted by the Invigilator.
3. Students who are caught breaching the Examination Rules and Regulation will be charged with an academic dishonesty and if found guilty of the offence, the maximum penalty is expulsion from the University.

(This Question Paper consists of 4 Printed Pages including front page)

*****DO NOT OPEN THE QUESTION PAPER UNTIL YOU ARE TOLD TO DO SO*****

This question paper consists of TWO (2) sections. Answer ALL questions in the answer booklet provided. [60 MARKS]

SECTION A

(10 Marks)

There are TEN (10) questions in this part. Answer ALL questions in the answer booklet.

1. Which of the following best defines power in organizational behavior?
 - A. The ability to control resources and influence others
 - B. The ability to motivate and inspire team members
 - C. The ability to communicate effectively and build relationships
 - D. The ability to achieve goals and objectives

2. Which of the following types of power is based on fear?
 - A. Reward power
 - B. Expert power
 - C. Referent power
 - D. Coercive power

3. Which of the following best defines conflict in organizational behavior?
 - A. A process by which two or more parties attempt to achieve a common goal
 - B. A process by which one party attempts to satisfy their own interests at the expense of another
 - C. A process by which two or more parties have opposing interests or goals
 - D. A process by which parties attempt to maintain the status quo

4. Which of the following is **NOT** a key element of principled negotiation?
 - A. Separating the people from the problem
 - B. Focusing on interests, not positions
 - C. Generating options for mutual gain
 - D. Insisting on a specific outcome

5. Which of the following is a disadvantage of a functional organizational structure?
- A. Lack of focus on specific products or projects
 - B. Poor coordination across different functional areas
 - C. Difficulties in achieving economies of scale
 - D. Limited career opportunities for employees
6. Which of the following is a characteristic of a strong organizational culture?
- A. A high degree of employee turnover
 - B. Low levels of employee engagement
 - C. Consistency between the stated values and actual behavior
 - D. High levels of bureaucracy
7. Which of the following statements most accurately describes organizational culture?
- A. The shared values, beliefs, and norms that influence behavior in an organization
 - B. The organizational structure and design that determines how work is accomplished
 - C. The individual personalities and traits of employees in the organization
 - D. The policies and procedures that guide decision-making in the organization
8. Human resource planning is the process of identifying the number of people required by an organization in terms of _____.
- A. quality
 - B. quantity
 - C. both A & B
 - D. none of the above
9. We can define _____ as activities people perform to acquire, enhance, and use power and other resources to obtain their preferred outcomes in a situation of uncertainty or disagreement.
- A. Organisational politics
 - B. Executing authority
 - C. Collective bargaining
 - D. Position power

10. Unsafe acts can be reduced through all of the following methods **EXCEPT** _____.

- A. job rotation
- B. screening
- C. training
- D. all of the above

SECTION B

(50 Marks)

There are **TWO (2)** questions in this part. Answer **ALL** questions in the answer booklet.

1. The sources of power in leadership can vary depending on the context and characteristics of the individual. Sometimes, leaders have power because they are in a position of authority.
 - a) Interpret **FOUR (4)** types of power in leadership. (16 marks)
 - b) Define the term 'coalitions' and 'politicking'. (6 marks)
2. Change management is a systematic approach to dealing with the transition or transformation of an organization's goals, processes or technologies.
 - a) Determine the effectiveness of a company by interpreting the **FOUR (4)** factors for change. (16 marks)
 - b) Discuss the **THREE (3)** Lewin's Three-Step Change Model. (12 marks)

***** END OF QUESTION PAPER *****