



MANICALAND STATE UNIVERSITY OF APPLIED SCIENCES

FACULTY OF APPLIED SOCIAL SCIENCES
HUMAN RESOURCE MANAGEMENT DEPARTMENT
ORGANISATIONAL BEHAVIOUR
CODE: HHRM211

SESSIONAL EXAMINATIONS

SEPTEMBER 2021

DURATION: 3 HOURS

EXAMINER: MR B. CHISIRI

INSTRUCTIONS & INFORMATION

- 1. This paper contains 2 sections with 6 Questions*
- 2. Section A is compulsory*
- 3. Answer any **three** other questions from Section B*
- 4. Total marks 100*
- 5. You are reminded of the need for good English and clear presentation in your answers*

SECTION A

1. 'Motivation is a product of values one seeks and expectation of institutions fulfilling these values.' Discuss the idea contained in this statement with reference to Maslow's needs hierarchy. **(25 marks)**

SECTION B

- 2 'Organisational behaviour has its roots in various disciplines'. Examine this assertion with reference to any 5 disciplines. **(25 marks)**
3. Effective leadership is a function of three factors: the leader, the led and the situation. Discuss. **(25 marks)**
4. (a) Discuss any **five** major signs of groupthink **(10 marks)**
(b) Examine any **five** strategies that can be used by organisations to counter groupthink. **(15 marks)**
5. (a) Distinguish between formal and informal groups **(10 marks)**
(b) Assess the key features of the Brainstorming Technique of decision making **(15 marks)**
6. 'Change is highly important to the success of an organization but many people have the tendency covertly to resist it'.
(a) Discuss any **five** reasons for resistance to change in organisations. **(10 marks)**
(b) Examine any **five** ways organisations can use to maintain organizational culture. **(15 marks)**

END OF EXAMINATION