



MANICALAND STATE UNIVERSITY OF APPLIED SCIENCES

FACULTY OF APPLIED SOCIAL SCIENCES
HUMAN RESOURCE MANAGEMENT DEPARTMENT

ORGANISATIONAL BEHAVIOUR

CODE: HHRM211/HBM221

SESSIONAL EXAMINATIONS

NOV 2019

DURATION: 3 HOURS

EXAMINER: MR N MUCHONGWE

INSTRUCTIONS & INFORMATION

- 1. Answer ANY four questions.*
 - 2. Total marks 100*
-

1. Examine the major contributions of the Human Relations School of thought to the understanding of human behaviour in organizations. [25]
2. Evaluate the effectiveness of organizational communication in driving the productivity agenda in the workplace. [25]
3. “Leaders are not Managers”. Discuss this statement in line with the roles played by these two. [25]
4. a) Explain the concept *group-think* as used in the context of group decision making processes. [5]
b) Discuss any **five** organisational strategies that can be used as checks and balances for group-think tendencies in an organisation. [20]
5. a) Explain any **five** benefits that are associated with informal groups domiciled in formal structures. [5]
b) Discuss any **five** differences between *formal* and *informal* organisations. [20]
6. Using Bruce W. Tuckman’s Model (1965) of group formation, examine the stages of development in the context of work teams in organizations. [25]

END OF EXAMINATION