

MANICALAND STATE UNIVERSITY OF APPLIED SCIENCES

FACULTY OF APPLIED SOCIAL SCIENCES
HUMAN RESOURCE MANAGEMENT DEPARTMENT
ORGANISATIONAL BEHAVIOUR

CODE: HHRM 211

SESSIONAL EXAMINATIONS

MAY/JUNE 2020

DURATION: 3 HOURS

EXAMINER: MR N. MUCHONGWE

INSTRUCTIONS & INFORMATION

- 1. Section A is compulsory.*
 - 2. Answer ANY **three** other questions from section B*
 - 3. Total marks 100*
 - 4. You are reminded of the need for good English and clear presentation in your answers.*
-

SECTION A

1. a) Explain the following symptoms of Group think;
 - i. Illusion of invulnerability. (4 marks)
 - ii. Inherent morality. (4 marks)
 - iii. Collective rationalization. (4 marks)
 - iv. Self censorship. (4 marks)
- b) Explain any **three** strategies to tame some of the negative consequences associated with group-think. (9 marks)

SECTION B

2. Examine the contribution to the understanding of organisational conflict by the following theories:
 - a) The Classical Theory. (12 marks)
 - b) The Human Relations Theory. (13 marks)
3. “Leaders are born, managers are made” Analyse this assertion bringing out the similarities and differences between the leadership school and the management school. (25 marks)
4. Discuss Tuckman and Jensen’s (1965) five stages of group development. (25 marks)
5. Examine any **five** major contributing disciplines to the development of Organisational Behaviour. (25 marks)
6. Examine the contributions of the **Big Five Personality Theory** to our understanding of individual differences among employees in the workplace. (25 marks)

END OF EXAMINATION