



**kasneb**

**CS PART I SECTION 1**

**ORGANISATIONAL BEHAVIOUR**

**MONDAY: 17 May 2021.**

**Time Allowed: 3 hours.**

**Answer ALL questions. Marks allocated to each question are shown at the end of the question.**

**QUESTION ONE**

(a) Using relevant examples, describe five modern trends in the changing nature of work that have influenced organisational behaviour. (10 marks)

(b) Examine two types of organisational goals. (4 marks)

(c) Various factors determine whether teams are successful or not.

With reference to the above statement, analyse three contextual factors that contribute to the success of a team. (6 marks)

**(Total: 20 marks)**

**QUESTION TWO**

(a) You have recently been offered a senior human resource position in a local organisation. Upon reporting and familiarising yourself with the organisation, you find out that there is rampant sexual harassment against women in the organisation.

**Required:**

Evaluate five measures you would take to facilitate desirable behaviour in the organisation. (10 marks)

(b) Outline five roles of conflict management in improving relationships at the workplace. (5 marks)

(c) Suggest five reasons why extroverts tend to be more successful as leaders. (5 marks)

**(Total: 20 marks)**

**QUESTION THREE**

(a) An emerging trend in organisational behaviour is an emphasis on intrinsic motivation other than extrinsic motivation. Summarise four merits of intrinsic motivation in an organisation. (4 marks)

(b) Discuss three types of authority in an organisation. (6 marks)

(c) With reference to leadership:

(i) Explain the term "emotional intelligence". (2 marks)

(ii) Describe four components of emotional intelligence. (8 marks)

**(Total: 20 marks)**

**QUESTION FOUR**

(a) Explain five steps an organisation would take to improve job satisfaction. (10 marks)

(b) Analyse five factors that shape organisational culture. (10 marks)

**(Total: 20 marks)**

**QUESTION FIVE**

(a) Summarise five reasons why employees join informal groups. (5 marks)

(b) Highlight five characteristics of a cohesive group. (5 marks)

(c) Describe five qualities of an effective control system. (10 marks)

**(Total: 20 marks)**