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1. (a) Explain **five** negative consequences that an organization may suffer as a result of conflicts among its employees. (10 marks)
 - 1. Low productivity
 - 2. Turnover
 - 3. Bad image
 - 4. Unethical behavior
 - 5. Low morale
- (b) Highlight **five** benefits that an organization may experience as a result of resistance to change by its employees. (10 marks)
 - 1. An idea which is not from management
 - 2. Cooperation among employees
 - 3. Reduce cost
 - 4.
2. (a) Outline **five** characteristics of an influential individual in an organization. (10 marks)
 - 1. Charismatic
 - 2. Performance
 - 3. Innovator
 - 4. Problem solver
- (b) The management of Kioneti Limited encourages existence of informal groups in the organization. Highlight **five** benefits that the organization may derive from this practice. (10 marks)
 - 1. Flexibility
 - 2. Informal communication
 - 3. Informal groups
 - 4. Informal groups
 - 5. Informal groups
3. (a) Outline **five** characteristics of an effective organization. (10 marks)
 - 1. Team work
 - 2. Communication
 - 3. Flexibility
 - 4. Informal communication
 - 5. Informal groups
- (b) Stress among employees may sometimes be work related. Explain **five** causes of such stress. (10 marks)
 - 1. Deadlines
 - 2. Incentives
 - 3. Recognition
 - 4. Performance
4. (a) Organization culture plays certain crucial functions in an organization. Highlight these functions. (10 marks)
 - 1. Common platform
 - 2. Binding force
 - 3. Clear path
 - 4. Management
- (b) Explain **five** roles played by management in the handling of conflicts among employees in an organization. (10 marks)
 - 1. Avoidance
 - 2. Mediation
 - 3. Arbitration
 - 4. Arbitration
5. (a) Explain **five** negative consequences that organizational politics may have in a medium sized firm. (10 marks)
 - 1. Conflict
 - 2.
- (b) Organization behaviour can be presented in certain levels. Describe these levels. (10 marks)
6. (a) Explain **five** ways in which an organization may measure the effectiveness of its performance. (10 marks)
- (b) Highlight **five** measures through which management may enhance the level of group cohesiveness in an organization. (10 marks)
 - 1. Similarity
 - 2. Proximity
 - 3. Interdependence
 - 4. Similarity
 - 5. Proximity
7. (a) Pata Limited intends to enhance employees support for change in the organization. Explain **five** strategies that the management may adopt to achieve this objective. (10 marks)
 - 1. Participation
 - 2. Communication
 - 3. Incentives
 - 4. Incentives
 - 5. Participation
- (b) Highlight **five** factors that may influence the attitude of employees in an organization. (10 marks)
 - 1. Incentives
 - 2. Cordial relationship
 - 3. Control
 - 4. Chain of command
 - 5. Culture

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