



ZIMBABWE EZEKIEL GUTI UNIVERSITY

FACULTY OF BUSINESS, ECONOMICS AND ACCOUNTING

DEPARTMENT OF BUSINESS ADMINISTRATION AND MANAGEMENT

EXAMINATION PAPER

COURSE CODE : CBM203
COURSE TITLE : Organisational Behaviour
DURATION : 3 Hours
LEVEL : 2.2
DATE : 27 OCT 2021

INSTRUCTIONS TO CANDIDATES:

1. No cell phones are allowed in the examination venue.
2. Answer any **FOUR (4)** questions.
3. Begin each question on a new page.
4. The number of marks for each question or part question is shown in brackets []

8 AM

Question 1

Understanding individual personality is very important at workplaces. Discuss factors that determine individual personality differences and the advice that can be given to managers concerning this? **[25 marks]**

Question 2

Explain the five sources from which leaders derive their power and how they use this power. **[25 marks]**

Question 3

As part of your assessment for this subject you were required to undertake group assignment. An important feature of this assignment was to gain experience working in a group. One of the key features of groupwork is to move through all the group development stages. Discuss the main group development stages by Tuckman and their main importance in group development. **[25 marks]**

Question 4

Culture is one of the main concepts studied in OB and varies from one organisation to the other. It is said to influence organisation change and performance.

- a) Briefly explain what is meant by organisational culture **[10marks]**
- b) Discuss, giving examples, the ways in which culture varies among organisations. **[15 marks]**

Question 5

Leadership is cited as one of the key variables affecting organisational performance,

- a) Briefly explain the concept of leadership **[5 marks]**
- b) With reference to leadership theories, Discuss the factors which are said to influence leadership success **[20 marks]**

End of Paper