



ZIMBABWE EZEKIEL GUTI UNIVERSITY

FACULTY OF BUSINESS, ECONOMICS AND ACCOUNTING

DEPARTMENT OF BUSINESS ADMINISTRATION AND MANAGEMENT

EXAMINATION PAPER

COURSE CODE	:	CBM203
COURSE TITLE	:	ORGANIZATIONAL BEHAVIOR
SPECIAL REQUIREMENTS	:	NONE
DURATION	:	3 Hours
LEVEL	:	2.2
DATE	:	

INSTRUCTIONS TO CANDIDATES:

1. No cell phones are allowed in the examination venue.
2. Answer any **FOUR (4)** questions.
3. The number of marks for each question or part question is shown in brackets []
4. Begin each answer on a new page.
5. **DO NOT OPEN THIS PAPER UNTIL THE INVIGILATOR INSTRUCTS YOU.**

QUESTION ONE

- a) Organizational Culture can be dysfunctional. State how a culture can be dysfunctional stating examples. (15 marks)
- b) State and explain how a culture is created within an organization (10 marks)

QUESTION TWO

Discuss the characteristics of formal and informal groups in organizations and effects on performance of the organization. (25 marks)

QUESTION THREE

Examine sources of conflict within an organization and how functional or dysfunctional conflicts present themselves at a work place. (25 marks)

QUESTION FOUR

Outline the characteristics of Type A and B personalities and state how managers can make use. (25 marks)

QUESTION FIVE

Stating practical examples differentiate a team from a group. (25 marks)

THE END