



ZIMBABWE EZEKIEL GUTI UNIVERSITY

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FACULTY OF LAW, BUSINESS INTELLIGENCE AND ECONOMICS

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DEPARTMENT OF ACCOUNTING, FINANCE AND HUMAN CAPITAL  
MANAGEMENT

EXAMINATION PAPER

COURSE CODE:    CHR 221  
COURSE TITLE:    ORGANIZATIONAL BEHAVIOUR  
DURATION    :    3 HOURS  
DATE         :         10 APR 2025  
SPECIAL REQUIREMENTS    : ANSWER SHEET

**INSTRUCTIONS TO CANDIDATES:**

1. No cell phones are allowed in the examination venue.
2. Answer question **one** and any **three** from section B
3. Begin each question on a new page.
4. The number of marks for each question or part question is shown in brackets [ ]

**Section A- Compulsory – (25 marks)**

DZ investments has been overwhelming with disgruntlement and disagreements among its employees, witnessing high levels of conflicts within the organization. A call has been made to you as the chief human resources officer.

- a) Identify forms of conflicts available at the organization (4marks)
- b) What are the causes of conflicts in the organization (6marks)
- c) Advise the company on proper ways to avoid such conflicts (15marks)

**Section B- Answer any three questions**

1. Examine how organizational culture develops and the importance of having it in organizations. (25marks)
2. Assess critically the relevance of scientific management to present-day organizations. Illustrate your answer with reference to your own organization. (25marks)
3. Discuss the significance of organizational values and business ethics. (25marks)
4. Examine the challenges that managers might face for which the knowledge of OB might prove beneficial to finding solutions. (25marks)
5. Organizational politics gives rise to conflict, examine the sources of conflict and how functional or dysfunctional conflicts present themselves in the workplace. (25marks)

**END OF EXAMINATION QUESTION PAPER**