



## ZIMBABWE EZEKIEL GUTI UNIVERSITY

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### FACULTY OF BUSINESS, ECONOMICS AND ACCOUNTING

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#### DEPARTMENT OF BUSINESS ADMINISTRATION AND MANAGEMENT

#### EXAMINATION PAPER

**COURSE CODE** : CBM203  
**COURSE TITLE** : ORGANISATIONAL BEHAVIOUR  
**DURATION** : 3 Hours  
**LEVEL** : 2.2

#### 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 [ ]

**Question 1**

Discuss the causes of organisational conflicts and the possible solutions that management can use to minimise organisational conflicts. [25 marks]

**Question 2**

Discuss the practical applications of organisational behaviour knowledge to improving organisational effectiveness and efficiency. [25 marks]

**Question 3**

Discuss the conflict handling techniques/strategies that organisations can use to minimise the potential effects of conflict. [25 marks]

**Question 4**

Discuss the contributions of the Big Five Dimension of personality on the management of organisational behaviour in organisations. [25 marks]

**Question 5**

Examine the differences in characteristics between formal groups and informal groups giving examples to support your answer. [25 marks]