



**ZIMBABWE EZEKIEL GUTI UNIVERSITY**

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**FACULTY OF BUSINESS, ECONOMICS AND ACCOUNTING**

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**DEPARTMENT OF ECONOMICS AND BUSINESS SCIENCES**

**EXAMINATION PAPER**

**COURSE CODE** : CHR201  
**COURSE TITLE** : THEORIES OF WORK ORGANISATIONS  
**SPECIAL REQUIREMENTS** : NO  
**DURATION** : 3 Hours  
**DATE** : 15 NOV 2019

**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**

Max Weber regards bureaucracy as the ideal type of an organization. Identify and explain any five concepts he used to explain the relevance of bureaucracy in an organization

**(Total 25 marks)**

### **QUESTION 2**

Compare and contrast the traditional approach and the human relations approach to Organisational Conflict. What are the main sources of organisational conflict?

**(Total 25 marks)**

### **QUESTION 3**

With the aid of examples, explain the concept of organisational decision making. Examine the importance of any two models of decision making in organizational success. **(Total 25 marks)**

### **QUESTION 4**

1. Describe the main elements of organizational culture? How do members read their organization's culture?

**(Total 25 marks)**

### **QUESTION 5**

Identify the sources of change in organisations. Discuss the strategies that can be used by Human Resource practitioners to deal with resistance to change.

**END OF PAPER**