

BINDURA UNIVERSITY OF SCIENCE EDUCATION

FACULTY OF COMMERCE

DEPARTMENT OF HUMAN CAPITAL MANAGEMENT

ORGANISATIONAL BEHAVIOUR (BS423)

 **JUN 2023**

TIME: THREE HOURS

INSTRUCTIONS TO CANDIDATES

1. Answer **any four** questions.
2. Start the answer to each question on a fresh page.

INFORMATION TO CANDIDATES

1. No cellphones and any other unauthorised materials are allowed into the examination room.
2. Each question carries 25 marks.

QUESTION 1

Examine the 21st century manager challenges that make organizational behavior concepts pertinent. [25 marks]

QUESTION 2

Compare and contrast Herzberg's two factor theory of motivation and Maslow's Hierarchy of needs theory in the context of Organisational Behaviour. [25 marks]

QUESTION 3

Analyze the effects of stress on performance in organizational settings. [25 marks]

QUESTION 4

Critique the application of Weberian bureaucracy in modern day organizational settings. [25 marks]

QUESTION 5

Discuss **any five** reasons why people resist change in organisations. [25 marks]

QUESTION 6

The traditional view postulates that conflict is bad and should be avoided. Discuss this assertion. [25 marks]

*****END OF PAPER*****