

QPCODE 2035523505

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DMI-ST. EUGENE UNIVERSITY

ZAMBIA

DEGREE EXAMINATION – JUNE 2024

Semester: III 552/551 MG 35 ORGANIZATIONAL BEHAVIOUR

Time: 3:00 Hours

Max. Marks: 100

Answer any FIVE Questions (5 x 20 = 100 Marks)

1. a) Define the term Organizational Behavior.(2 Marks)
b) Explain the three perspectives that Organizational Behavior looks at.(8 Marks)
c) Discuss some of the reasons why Organizational behavior is an in important part of most management programmes.(10 Marks)
2. a) Discuss the importance of group dynamics in Organizational Behavior.(10 Marks)
b) Describe the factors affecting group cohesiveness.(10 Marks)
3. a) Discuss some of the qualities that make up a good Leader. (10 Marks)
b) One of the qualities that every leader must possess is the ability to motivate his or her followers. In the context of an Organization, list and explain motivation indicators a leader can use to motivate the team.(10 Marks)
4. a) Change is believed to be inevitable in the life of an organization as well as an individual. Discuss the importance of management of change in an Organization.(10 Marks)
b) Discuss in details the three phases of the change process as proposed by Kurt Lewin.

(10 Marks)
5. a) Describe various types of organizational culture practiced by different organizations today.(10 Marks)
b) The term Morale is one of the most important boosters for employees in an organization and as such it must be embraced by every organization. Discuss some of the characteristics of Morale.(10 Marks)
6. a) Discuss the five (5) elements of the general environmental factors that are influencing

Organizational behavior.(10 Marks)

b) List down any ten (10) out of the 14 principles of management as proposed by Henry Fayol.
(10 Marks)

7. a) Discuss some factors that increase resistance to change.(10 Marks)

b) Describe the steps taken in managing change in an Organization.(10 Marks)