

PAGWAYA S



**REFORMED CHURCH UNIVERSITY**

**FACULTY OF COMMERCE**

**Bachelor of Commerce Honours Degree in Human Resources  
Industrial and Labour Relations Management**

**Organisational Behaviour**

**HHRM 209**

**Part 2 Semester 2 Examination**

**Total Marks [100]**

**Date: July 2021**

**Time: 3 Hours**

**INSTRUCTIONS**

1. This paper has *six (6)* questions
2. Answer question *one (1)* and *any* other *three (3)*
3. Each question carries *25 marks*
4. Start each question on a new page

1. Examine **five** major challenges that managers in the 21st century are exposed to and suggest how they can be managed. (25)
2. Examine the effects of stress on organisational behaviour and highlight ways of managing stress in an organisation. (25)
3. Explain the following terms that are found in Organisational Behaviour:
  - (a) Collegial model (5)
  - (b) **Machiavellianism** (5)
  - (c) Organic organisational structure (5)
  - (d) Conscientiousness (5)
  - (e) Neuroticism (5)
4. Discuss the role of motivation in organisational behaviour. (25)
5. Organisational behaviour is a multidisciplinary field, which encompasses other different fields, explain the **five** disciplinary fields of organisational behaviour. (25)
6. (a) Examine the causes of conflict in an organization. (10)  
(b) Discuss any **five** strategies or techniques that can be used to resolve conflict in an organization. (15)

*End of paper*