THE UNIVERSITY OF THE WEST INDIES
ST. AUGUSTINE
DISTANCE

EXAMINATIONS OF APRIL/MAY 2007

(MGMT 2008)
Code and Name of Course: MS22A – Organizational Behaviour (DISTANCE)

Date and Time:

INSTRUCTIONS TO CANDIDATES: This paper has 2 pages and 6 questions.

INSTRUCTIONS:

- Answer any two questions.

- All questions carry equal marks.
1. Write short explanations of the following (10 marks each):
   a. Scientific management
   b. Bureaucracy
   c. Maslow’s hierarchy of needs
   d. Theory X and theory Y
   e. Perception.

2. Explain in detail one model of the stages of group development.

3. Write short explanations of the following:
   a. Lewin’s theory of the process of change.
   b. Kotter’s eight steps for leading change.

4. Explain the rational approach to decision making. Which are the criticisms of this approach?

5. Identify and discuss the sources of power available to leaders in organizations.

6. Write brief explanations of the following (10 marks each):
   a. Expectancy theory.
   b. Equity theory
   c. Herzberg’s theory
   d. Alderfer’s theory
   e. Goal setting theory.

END OF QUESTION PAPER