THE UNIVERSITY OF THE WEST INDIES

Semester I ☐  Semester II ☐  Supplemental/Summer School ☐

Examinations of December ☐  /April/May ☐  /July ☐  2010/2011

Originating Campus: Cave Hill ☐  Mona ☐  St. Augustine ☐

Mode: On Campus ☐  By Distance ☐

Course Code and Title: MS22A/MGMT2008 ORGANIZATIONAL BEHAVIOUR

Date: Wednesday July 20, 2011. Time: 9:00 - 11:00 am.

Duration: 2 Hours. Paper No:

Materials required:

Answer booklet: Normal ☐  Special ☐  Not required ☐

Calculator: Programmable ☐  Non Programmable ☐
(where applicable)

Multiple Choice answer sheets: numerical ☐  alphabetical ☐  1-20 ☐  1-100 ☐

Auxiliary/Other material(s) – Please specify:

Candidates are permitted to bring the following items to their desks: Pencil or pen, Ruler, ID card, Exam card

Instructions to Candidates: This paper has 2 pages & 3 questions. Answer any two questions. All questions carry equal marks of 30% each.

Candidates are reminded that the examiners shall take into account the proper use of the English Language in determining the mark for each response.

SUMMER 2011

The University of the West Indies  Course Code  MS22A/MGMT 2008  2011
1 (a) ‘People come to work only for money’. Discuss fully, citing the work of appropriate theorists in support of your discussion.  
(10 marks)

(b) ‘Individuals perceive the world differently’. Do you agree or disagree? Whatever your position share your thoughts on the Nature and Importance of Perception and Individual Differences.  
(10 marks)

(c) List which Power bases lie with the Individual, and which are derived from the organization. What is meant by the General Dependency Postulate?  
(10 marks)

2 (a) ‘Organizational Structure determines the employee’s behaviour’. Based on your knowledge of the literature, explain this phenomenon in not more than two paragraphs.  
(10 marks)

(b) As a manager, how would you identify Stress indicators? Say how these can be best managed.  
(10 marks)

(c) Caribbean managers have to focus more on managing Groups and Teams, in an effort to maximize the limited resources available. Explain how knowledge of Groups, Teams and Power, as resources in organizational management will assist.  
(10 marks)

3 (a) Communication is defined as ‘a social process by which two or more parties exchange information and share meaning’. Give 5 reasons for the misunderstandings and communication problems in the firm. As a manager list corrective measures you can take to avoid these problems?  
(10 marks)

(b) Identify and explain 4 of the frequently used shortcuts in judging others.  
(10 marks)

(c) Write short notes on 5 of the following concepts: Culture, Organization Behaviour, Leadership, Motivation, The Grapevine, Hawthorne studies, ‘The Rule of Thumb’, Personality, Stress, Power.  
(10 marks)

END OF QUESTION PAPER