THE UNIVERSITY OF THE WEST INDIES

Semester I □ Semester II □ Supplemental/Summer School □

Examinations of December □ /April/May X □ /July □ 2011

Originating Campus: Cave Hill □ Mona X □ St. Augustine □

Mode: On Campus □ By Distance □

Course Code and Title: MGMT 2008 – MS22A (Organizational Behaviour)

Date: Thursday April 28, 2011 Time: 1:00 -3:00 p.m

Duration: 2 Hours. Paper No:

Materials required:

Answer booklet: Normal □ Special X □ 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 & 6 questions. You are required to ANSWER ANY THREE (3) QUESTIONS.

Candidates are reminded that the examiners shall take into account the proper use of the English Language in determining the mark for each response.
1. Define organizational politics and explain several techniques for coping with organizational politics.

2. Identify the main symptoms or signs of groupthink and give an example of a situation in which there was groupthink.

3. Define organizational culture and describe influences on its creation and maintenance. Cite examples from an organization with which you are familiar.

4. Effective communication of all kinds is crucial to the success of every organization. Suggest methods for improving the effectiveness of organizational communication giving examples where possible.

5. a. Discuss the motivational theories of Maslow and Alderfer.
   b. Identify steps managers can take to motivate employees.

6. Managers differ in their ways of dealing with conflict. Discuss the five styles proposed by Ken Thomas giving examples where possible.

END OF QUESTION PAPER