



**PAC INSTITUTE OF TECHNOLOGY AND SOCIAL STUDIES
SEPTEMBER – DECEMBER 2024 ASSESSMENT**

FORMATIVE ASSESSMENT

Qualification Code : 041306T4HRM
Qualification : HRM LEVEL 6 (DIPLOMA)
Code : HRM/CU/BUS/CC/01/6/A
Unit of Competency : ORGANIZATIONAL BEHAVIOUR

WRITTEN ASSESSMENT

TIME: 3 HOURS

INSTRUCTIONS TO THE CANDIDATE:

- 1. Read all the instructions carefully before attempting the questions.*
- 2. This paper consists of two sections, A & B.*
- 3. You are allowed 3 Hours to Answer the questions.*
- 4. Marks for each question are indicated in brackets.*
- 5. Write your responses in the Separate Answer booklet provided.*
- 6. Do not write anything on this question paper.*

SECTION A: (40 MARKS)

Answer ALL questions in this section.

1. List four importance of studying Organizational Behaviour. [4 marks]
2. List the process of motivation. [4 marks]
3. Enumerate four characteristics of servant leadership style. [4 marks]
4. Differentiate between authority and power. [4 marks]
5. List four qualities of a charismatic leader. [4 marks]
6. Outline four essential leadership skills for a human resource officer. [4 marks]
7. State four symptoms of an employee with stress in the organization. [4 marks]
8. Enumerate four safety needs that employers in an organization should meet. [4 marks]
9. Highlight four roles of communication in an organization. [4 marks]
10. List four benefits of autocratic leadership style in an organisation. [4 marks]

SECTION B: (60 MARKS)

Answer any **THREE** questions in this section.

QUESTION ONE

- a) Using examples, discuss the Scientific Management Theory. [10 marks]
- b) Differentiate between intrinsic and extrinsic motivation. [10 marks]

QUESTION TWO

- a) Explain the place of Max Weber's bureaucracy theory in organizations today. [10 marks]
- b) Discuss any five leadership styles. [10 marks]

QUESTION THREE

- a) Human relations management theory focuses on the importance of employee satisfaction and morale in organizations. Discuss the importance of this. [10 marks]
- b) Traditional authority is power that is rooted in traditional, or long-standing, beliefs and practices of a society. Elaborate. [10 marks]

QUESTION FOUR

- a) Theory X and Theory Y are contrasting views of human nature and motivation. Explain. [10 marks]
- b) Discuss five principles for effective delegation. [10 marks]

QUESTION FIVE

- a) Discuss using examples Herzberg's motivation-hygiene theory with regards to motivators and de-motivators. [10 marks]
- b) Worker stress and burnout are at an all-time high today due to various economic and social factors. Explain five ways you can advise workers to deal with this. [10 marks]