PAN AFRICA CHRISTIAN UNIVERSITY

BUSINESS DEPARTMENT

COURSE CODE: MBA 503

COURSE TITLE: ORGANISATIONAL BEHAVIOUR

Instructions

Answer Question One from section A and any other three questions from section B

Section A

Compulsory Question

Question One

You have been posted to Chai Organisation as the new Chief Executive Officer following highly competitive recruitment process. Chai happens to be an organisation of choice which is admired by employees from other organisations in the same business sector. Despite its adherence to soft skills such as honesty and integrity as well as application of Code of Ethics, you discover two challenges. The first challenge is with one team member who is found altering records to meet targets. You also discover that some young team members are violating dress code and some sections of the Code of Conduct.

a) Discuss **four** strategies you would use to restore honesty and integrity of the members to guard against any future violation. {**8 marks**}

b) Evaluate **six** ways of addressing the violation of dress code and sections of the Code of Conduct. {**12 marks**}

Section B

Answer any 3 questions

Question Two

Sometimes, members of a group who have worked together for a long time may develop similar ways of reasoning and working leading to display of 'group think'

a) Explain the term 'groupthink'**.** **{2 mark}**

b) Citing an example of your choice, critically examine **four** disadvantages of 'groupthink'

{8marks}

Question Three

Culture is deeply rooted in the human relations policies and practices as well as the entire system of an organisation. It affects the way people in the organization behave. The culture is learned and also developed. No meaningful change can take place in an organisation without changing the culture first.

a) You have been tasked as the lead person of the team to review existing culture of the organisation with the aim of changing it. Discuss the possible challenges that your team is likely to face.

{**5 marks**}

b) Citing an example in each case, evaluate ways of overcoming the challenges cited in a) above

{5 marks }

Question Four

a) Examine the relevance of scientific management to present-day organisations. Illustrate your answer citing an organisation of your choice. {**4 marks}**

b) To date, some sections of public sector still prefer bureaucratic leadership style. Giving an example of your choice, discuss:

i) Advantages of bureaucratic leadership style, **{3 marks}**

ii) Disadvantages of bureaucratic leadership style. **{3 marks}**

Question Five

a) Citing examples of your choice, compare Single Loop Learning and Double Loop Learning.

{**2 marks**}

b) Discuss **four** benefits of learning to an organisation of your choice **{8 marks**}