

**BOTSWANA COLLEGE OF DISTANCE AND OPEN
LEARNING**

**BACHELOR OF BUSINESS ADMINISTRATION – LEADERSHIP AND
CHANGE MANAGEMENT**

**Organisational Behaviour
OB 211**

SESSIONAL EXAMINATION

Time: 3 hours

Marks: 100

Instructions:

1. The examination consists of **Two** sections: A and B.
2. Begin each answer to a new question on a new page.
3. Answer questions according to instructions given in each section.
4. Write answers in the answer booklet provided.
5. Write in grammatical English.



Section A. Short answer questions.

[50 MARKS]

Question No.1 is compulsory, then answer any four questions from this section.

1. Write short notes on:

- (a). Matrix organization. (6 marks)**
- (b). Big Five personality traits. (6 marks)**
- (c). Attribution Theory (6 marks)**

2. What is Organisational Behaviour? Explain how organisational behaviour, and the manager's job interlinked. (8 marks)

3. Explain individual behaviour and the various factors that influence individual behaviour? (8 marks)

4. "Multiculturalism contributes to competitive advantage for an organization" – Explain? (8 marks)

5. 'To analyse an individual's workplace behaviour one must consider the variables' Explain the variables that influence workplace behaviour. (8 marks)

6. "Organisational effectiveness is the direct or indirect influence of workplace behaviours" – Explain? (8 marks)

7. Explain the behavioural attitudes that can be observed and their impact in the workplace. (8 marks)

Section B. Essay-type questions.

[50 MARKS]

Answer any TWO questions from this Section.

Question. 1

‘Motivation is important to a business and the owners of a business’ –

- (a). Explain the meaning, elements, and types of motivation. **(10 marks)**
- (b). Discuss Herzberg’s motivator-hygiene theory, and state how this theory is different from Maslow’s Hierarchy of needs. **(15 marks)**

Question. 2

Basing your argument on the most common types of teams, discuss phases of team implementation in an organisation. **(25 marks)**

Question. 3

‘Organisations that are innovative and wish to grow will experience on-going and constant change that is either internally or externally imposed’.

- (a). Explain the advantages and disadvantages of both types of change. **(15 marks)**
- (b). Justify the process given by Dormant to overcome individual and collective resistance to change. **(10 marks)**

END OF THE PAPER