

- 1. /a) Explain **five** negative consequences that an organization may suffer as a result of **conflicts** among its employees. (10 marks)
- (b) Highlight **five** benefits that an organization may experience as a result of resistance to change by its employees. (10 marks)
- 2. (a) Outline **five** characteristics of an influential individual in an organization. (10 marks)
- (b) The management of Kioneti Limited encourages existence of informal groups, in the organization. Highlight **five** benefits that the organization may derive from this practice. (10 marks)
- 3. (a) Outline **five** characteristics of an effective organization. (10 marks)
- (b) Stress among employees may sometimes be work related? Explain **five** causes of such stress. (10 marks)
- 4. (a) Organization culture plays certain crucial functions in an organization. Highlight (10 marks)
- (b) Explain **five** roles played by management in the handling of conflicts among employees in an organization. (10 marks)
- 5. (a) Explain **five** negative consequences that organizational politics may have in a medium sized firm. (10 marks)
- (b) Organization behaviour can be presented in certain levels. Describe these levels. (10 marks)
- 6. (a) Explain five ways in which an organization may measure the effectiveness of its performance. (10 marks)
- (b) Highlight **five** measures through which management may enhance the level of group cohesiveness in an organization. (10 marks)
- 7. (a) Pata Limited intends to enhance employees support for change in the organization. Explain **five** strategies that the management may adopt to achieve this objective. (10 marks)
- (b) Highlight five factors that may influence the attitude of employees in an organization. (10 marks)

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