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FACULTY OF SOCIAL AND MANAGEMENT SCIENCES
DEPARTMENT OF SOCIOLOGY/PSYCHOLOGY

2014/2015 HARMATTAN SEMESTER EXAMINATIONS
B.Sc INDUSTRIAL RELATIONS AND PERSONNEL MANAGEMENT PROGRAMME

COURSE CODE: IPM 311

COURSE TITLE: ORGANIZATIONAL BEHAVIOUR

INSTRUCTION: ANSWER QUESTION ONE AND ANY OTHER TWO QUESTIONS

TIME ALLOWED: 2 HOURS

1. Compare and contrast Scientific School of thought and Human Relations school of thought
30 marks
2. a. Using different scholars, explain the term "motivation" and "job satisfaction". 8 marks
b. State and explain seven (7) roles of workers in motivation and job satisfaction. 8 marks
c. Identify and explain eight (8) ways by which organizations can motivate their employees for higher performance 4 marks
(20 marks)
3. a. What is organizational structure? 3 marks
b. Why do we study organizational structure? 5 marks
c. List all and explain 3 major types of organizational structure known to you with relevant examples 7 marks
d. Enumerate and explain the determinants of organizational structure 5 marks
(20 marks)
4. a. What is leadership and power? 4 marks
b. State and explain the five types of power that exist in any organization 6 marks
c. State five (5) main factors that are responsible for dysfunctional politics 5 marks
d. Explain how best a leader can control dysfunctional politics in any industrial organization 5 marks
(20 marks)
5. Communication is an indispensable tool for ensuring the attainment of organizational goals and objectives
(20 marks)