THE UNIVERSITY OF THE WEST INDIES
ST. AUGUSTINE
DISTANCE EDUCATION PROGRAMME

EXAMINATIONS OF APRIL/MAY 2006

Copy 1 of 2

Code and Name of Course: MGMT 2008 – (MS 22A) – Organizational Behaviour

Date and Time: Friday 5th May, 2006

INSTRUCTIONS TO CANDIDATES: This paper has 2 pages and 6 questions.

INSTRUCTIONS:

- Answer any TWO (2) questions.
- ALL questions carry equal marks.

Paper: B.Sc.
Duration: 2 hrs.
1. Explain one leadership theory with which you are familiar. How would you apply this theory in the workplace?

2. Critically discuss Kotter’s eight-stage model for leading change in organizations.

3. Distinguish between rational and creative decision making processes. Discuss the limitations of the rational process.

4. What are the five methods of conflict management proposed by Thomas and Killmann? Under which conditions would you use these methods?

5. Critically discuss the classical school of organizational theory.

6. Describe the process of perception and list the reasons for perceptual distortions.

END OF EXAMINATION