

✓ ✓
 (a) Give **six** reasons that may render group decision-making unpopular in an organization. (12 marks)

(b) Explain **four** factors that may contribute to the formation of shared attitudes among employees in an organization. (8 marks)

✓ 2. ✓
 (a) The human relations approach by Elton Mayo made certain contributions to organization theory and behaviour. Outline **four** such contributions. (8 marks)

(b) Explain **six** circumstances under which the organization may be responsible for stress among its employees. (12 marks) ✓

✓ 3. ✓
 (a) There exists a high level of inter-personal conflicts at Sodek Limited. Explain **five** strategies that the management may adopt to resolve these conflicts. (10 marks) ✓

(b) The management at Davin Limited intends to use groups as a means of overcoming resistance to change. Outline **five** characteristics that such groups should possess. (10 marks) ✓

✓ 4. ✓
 (a) The Managing Director at Oslo Limited is considered one of the most powerful managers in the industry. Explain **five** basis on which this power may have been acquired. (10 marks)

(b) Outline **five** criteria against which organizational effectiveness may be assessed. (10 marks)

5. (a) Managers in multi-national firms should understand cultural differences across nations within which their firms operate. Give **five** reasons that may account for this requirement. (10 marks)

(b) Highlight **five** guidelines that managers should follow when administering punishment to employees in order to make it effective. (10 marks)

6. (a) Outline **five** measures that management should take to overcome group-think tendencies among employees in an organization. (10 marks)

(b) Explain **five** benefits that an organization may derive from employee resistance to change. (10 marks)

7. (a) Explain **five** strategies that the management of a firm may adopt to minimize the negative effects of organizational politics. (10 marks)

(b) Highlight **five** status symbols that may indicate the seniority of an employee in an organization. (10 marks)

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