BSc. (Hons) Business Information Systems

BIS 2111 - Organisational Behaviour

Examinations for 2002 - 2003 / Semester 1

Duration: 2 hours preceded by 15 minutes for reading

Instructions to Candidates:

1. Answer all questions

2. For questions 1, 2, 4 & 5 students are requested to write not more that fifteen lines.

This question paper contains five questions and two pages.
Question 1
(a) What are the symptoms of stress? (10 marks)
(b) What can employees and organisations do to reduce employees’ stress? (10 marks)

Question 2
"Ineffective communication is the fault of the sender" Do you agree or disagree? Discuss. (20 marks)

Question 3
What do you understand by the following terms:
- Leadership
- Transactional Leaders
- Transformational Leaders (20 marks)

Question 4
(a) Why do organizations evaluate performance of employees? (10 marks)
(b) How can an organisation’s performance appraisal system affect employees’ behaviour? (10 marks)

Questions 5
How does Lewin’s Three-step model of change deal with resistance to change? (20 marks)