

1. (a) Explain **five** management practices that may limit the effective implementation of change in an organization. (10 marks)
- (b) Teka Ltd has adopted an organization design that encompasses the linking pin system. Explain **five** benefits that the organization may derive from adopting this approach. (10 marks)
2. (a) There are certain metaphors that may be used to explain the nature of organizational behaviour. Highlight **six** such metaphors. (12 marks)
- (b) You have been appointed a leader of a certain autonomous work group in your organization. Outline **four** measures that you would take to ensure that each member contributes effectively to the successful completion of group tasks. (8 marks)
3. (a) Explain **five** psychological effects that stress may have on an employee. (10 marks)
- (b) Explain **five** circumstances under which interdepartmental conflicts are likely to develop. (10 marks)
4. (a) Explain ways in which understanding the concept of individual perception may enhance the effectiveness of a manager. (10 marks)
- (b) Outline **five** elements that constitute the culture of an organization. (10 marks)
5. (a) The business environment under which many organizations operate has become very dynamic. Outline **five** factors that may determine the speed at which an organization may respond to unplanned change in such an environment. (10 marks)
- (b) Pariko International Ltd a recently established banking institution is experiencing a high rate of turnover among its young professional employees. Explain **five** possible causes of this trend. (10 marks)
6. (a) Highlight **five** characteristics of an autonomous work group. (10 marks)
- (b) Explain **five** ways in which the organizational structure may become a source of stress for employees in an organization. (10 marks)
7. (a) Outline **five** essential features of an organization as a system. (10 marks)
- (b) Explain the factors that may determine an individual employee's attitude at the work place. (10 marks)