AFRICA UNIVERSITY

(A United Methodist-Related Institution)

Investing in Africa's Future"

COLLEGE OF BUSINESS, PEACE, LEADERSHIP AND GOVERNANCE

COURSE TITLE: MMS502 MANAGEMENT AND ORGANISATION BEHAVIOUR

FULL TIME MBA MUTARE

LECTURER: DR S. BIGIRIMANA

INSTRUCTIONS

1. Answer **THE FIRST QUESTION AND ONE QUESTION FROM EACH SECTION**
2. Conceptual models and frameworks will earn you marks
3. Each question carries 20 marks

QUESTION 1

Explain the following concepts:

    a) Type A personality
    b) Machiavellic
    c) Hallo Effect
    d) Negative Reinforcement
    e) ID
    f) Fundamental attribution error
    g) SRC
    h) Prejudice
    i) MBO
    j) Telecommuting

SECTION A

QUESTION 2

Discuss the hallo effects and its possible areas of occurrence in business.

QUESTION 3

Explain the HURIER model and give examples of situations where failure to abide to this model has created problems.

SECTION B

QUESTION 4

Explain strategies that the modern workplace uses to minimize life-work conflicts.

QUESTION 5

Discuss the main characteristics of the learning organization and their possible advantanges.

SECTION C

QUESTION 6

Which strategies would you use to avoid "social loafing" at the workplace?

QUESTION 7

What is the difference between quality control and quality assurance? Explain the origins and the impact of the Total Quality Management (TQM) movement.

SECTION D

QUESTION 8

Discuss Perrow's matrix of technology and .describe how one type of technology is being used in an organization that you know.

QUESTION 9

What are the advantages and disadvantages of using biometric technologies at the workplace?