



**AFRICA  
UNIVERSITY**  
A United Methodist-Related Institution

***"Investing in Africa's Future"***

**COLLEGE OF SOCIAL SCIENCES, THEOLOGY,  
HUMANITIES AND EDUCATION**

**Course Code: NHPS502**

**Course Title: ADVANCED ORGANISATIONAL PSYCHOLOGY  
END OF FIRST SEMESTER EXAMINATION**

**NOVEMBER-DECEMBER 2022**

**Dr. E.Nharirire**

**DURATION: 3 HOURS**

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1. Do NOT write your name on the answer sheet.
  2. Answer Three questions only.
  3. Begin your answer for each part of the question on a new page e.g.,  
a), b) and c).
  4. Credit is given for neat, well-written and lucid work.
  5. All Questions carry equal marks



1. Discuss the concept of organizational culture and how it impacts on the employee experience in the workplace.
2. Discuss the concept of “glass ceiling” as it relates to diversity and inclusion in organisations. With the aid of examples, explain how the “glass ceiling” can be shattered.
3. “Conflict in organisations is inevitable and functional”. Discuss this assertion and indicate how organisations can successfully institutionalize conflict for better results.
4. Discuss the concept of resistance to change and how you can deal effectively with it.
5. “You cannot lead an organization effectively if you ignore the power of informal groups”. Discuss how informal groups can enhance or hinder leaders’ quest to achieve organizational objectives.