



*“Investing in Africa’s Future”*

**COLLEGE OF BUSINESS, PEACE, LEADERSHIP AND GOVERNANCE**  
**COURSE CODE AND TITLE: NMMS 201 MANAGEMENT AND ORGANISATIONAL BEHAVIOUR**

**END OF FIRST SEMESTER EXAMINATIONS**

**NOVEMBER 2023**

**LECTURER: DR STANISLAS BIGIRIMANA**

**DURATION: 3 HOURS**

***INSTRUCTIONS***

**ANSWER THE FIRST QUESTION AND ONE QUESTION FROM EACH SECTION**

**EACH QUESTION CARRIES 20 MARKS**

**SOUND ARGUMENT AND ILLUSTRATIONS WILL EARN YOU MARKS**

## SECTION A

### QUESTION 1

Identify the “Big Five” of personality and explain how they may contribute to success or failure in business. **(20 marks)**

### QUESTION 2

Identify five personality traits which are not part of the “Big Five” and explain how they may contribute to success or failure in business. **(20 marks)**

## SECTION B

### QUESTION 3

Using a diagramme, explain the main reactions of employees who are dissatisfied and suggest remedies? **(20 marks)**

### QUESTION 4

Explain the equity theory and how it may contribute to the motivation of employees through organizational justice. **(20 marks)**

## SECTION C

### QUESTION 5

Discuss the various barriers to communication and suggest solutions. **(20 marks)**

### QUESTION 6

What is operant conditioning? Explain how it can be used to train employees.

**(20 marks)**

## SECTION D

### QUESTION 7

Explain the various forms of power and how each may contribute to the success or failure of an organisation. **(20 marks)**

### QUESTION 8

Explain the conflict process and discuss various conflict.

**SECTION D**

**QUESTION 9**

Explain Perrow's Matrix of technology and give instances where each type of technology may be used.  
**(20 marks)**

**QUESTION 10**

Using the S Cube Model, explain corporate culture and the role it plays in an organization that you know.  
**(20 marks)**

**END OF EXAMINATION**