



STAMFORD COLLEGE

SCHOOL OF HUMAN RESOURCE MANAGEMENT

DIPLOMA IN HUMAN RESOURCE MANAGEMENT

SEMESTER 1

DHRM 102: ORGANISATIONAL BEHAVIOUR

Date : 03 April 2007 (Thursday)

Time : 9.30 am – 12.30 pm

Duration: 3 hours

Instructions to Candidates

Answer FOUR out of SIX questions.

Please ensure that this examination paper contains SIX questions on ONE printed page before you start the examination.

Books, papers and other written materials are not allowed to be brought into the examination hall. A candidate who violates the examination rules of Stamford College or commits a malpractice will be disqualified from the examination.

Write your Examination Index Number on each page of your answer booklet.

Answer FOUR out of SIX questions.

Question 1

- (a) Every organization needs leaders. Explain the term leadership. (7 marks)
 - (b) Discuss the various leadership styles in organizations with reference to its level of effectiveness. (18 marks)
- (Total = 25 marks)

Question 2

- (a) Describe the Type A personality type. (7 marks)
 - (b) Identify and explain FOUR frequently used shortcuts in perception. (18 marks)
- (Total = 25 marks)

Question 3

- (a) Define motivation. (5 marks)
 - (b) Discuss the Expectancy Theory of motivation with relevant examples. (20 marks)
- (Total = 25 marks)

Question 4

- (a) Provide the definition of stress. (5 marks)
 - (b) Briefly explain some organizational approaches in stress management. (10 marks)
 - (c) Outline FIVE factors that could contribute to stress for an employee. (10 marks)
- (Total = 25 marks)

Question 5

- (a) Define the term organisational behaviour. (5 marks)
 - (b) Discuss the primary components in the field of organisational behaviour. (20 marks)
- (Total = 25 marks)

Question 6

- (a) Attitudes are evaluative statements that are either favourable or unfavourable concerning objects, people or events. Describe with relevant examples the different components that form attitude. (9 marks)
 - (b) There are a number of job related attitudes which affect an employee's behaviour within the organisation. Discuss TWO such attitudes. (16 marks)
- (Total = 25 marks)

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