



FACULTY OF ENGINEERING AND BUILT ENVIRONMENT

2015 SUPPLEMENTARY EXAMINATION

DEPARTMENT OF QUALITY AND OPERATIONS MANAGEMENT

PROGRAMME: DIPLOMA OPERATIONS MANAGEMENT
MODULE WORKPLACE DYNAMICS
CODE BWD11B1 / WPD11B1
DATE : SUMMER SSA EXAMINATION 2015
8 DECEMBER 2015
DURATION : (SESSION 1) 08:00 - 11:00
TOTAL MARKS 100

<u>EXAMINER</u>	MS TM. NEMARUMANE
<u>INTERNAL MODERATOR</u>	MRS E. NWOBODO-ANYADIEGWU
<u>NUMBER OF PAGES</u>	2 PAGES

INSTRUCTIONS TO CANDIDATES:

- There are five question asked
- Question papers must be handed in.
- This is a closed book assessment.
- Read the questions carefully and answer only what is asked.
- Number your answers clearly.
- Write neatly and legibly.
- Structure your answers by using appropriate headings and sub-headings.
- The general University of Johannesburg policies, procedures and rules pertaining to written assessments apply to this assessment.

QUESTION 1

- 1.1 Illustrate by means of diagrams the three common small group networks of communication. (10)
- 1.2 Discuss five types of Organisational Communication. (10)
- [20]**
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QUESTION 2

Draw and Explain the following theories of leadership:

- 2.1 Leader-Member Exchange theory. (10)
- 2.2 Managerial Grid. (10)
- [20]**
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QUESTION 3

- 3.1 Discuss the five basic principles of Trust in an organization. (10)
- 3.2 Explain any five influencer tactics that workers use to translate power into action in organisations. (10)
- [20]**
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QUESTION 4

- 4.1 Draw the 5 stage Conflict process in organisations. (10)
- 4.2 Describe any five differences between the Mechanistic Model and the Organic Organisational Model. (10)
- [20]**
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QUESTION 5

- 5.1 Explain the four types of Training and Development programmes for workers in organisations. (10)
- 5.2 Discuss five strategies that can be used to balance Work-Life Conflicts of the workers in organisations. (10)
- [20]**
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Total Marks [100]