



FACULTY OF ENGINEERING AND BUILD ENVIRONMENT
DEPARTMENT OF QUALITY AND OPERATIONS MANAGEMENT
MODULAR WRITTEN EXAMINATION

SUBJECT: Workplace Dynamics 1A
CODE: BWD11A1/WPD11A1
DATE: 31 May 2018
TIME 12H30 – 15H30
TIME ALLOWED: 3 hours
TOTAL MARKS: 100 Marks

ASSESSORS: Miss M. Motebele
MODERATOR: Mr M. Molefe
NUMBER OF PAGES: 4

INSTRUCTIONS:

1. This is a closed-book assessment.
 2. Question papers must be handed in together with your answer books.
 3. Read the questions carefully and answer only what is asked.
 4. Answer all questions: Answer **Section A** and **Section B** in the answer book. Indicate the correct answer as per the instructions.
 5. Number your answers clearly.
 6. Write neatly and legibly on both sides of the paper in the answer book, starting on the first page.
 7. Structure your answers by using appropriate headings and subheadings.
 8. The general University of Johannesburg policies, procedures and rules pertaining to written assessments apply to this assessment.
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SECTION A

[60 MARKS]

QUESTION 1

Discuss the four management functions defined by Henri Fayol as described in your text. [8]

QUESTION 2

Explain the term "workforce diversity." [4]

QUESTION 3

Compare and contrast the fields of psychology, social psychology, and sociology [6]

QUESTION 3

List and explain the three components of an attitude. [6]

QUESTION 4

Discuss some of the errors in perceptual judgment made by interviewers in job interviews. [6]

QUESTION 5

Summarise the latest breakdown of the three common three-component model of creativity. [6]

QUESTION 6

Maslow first introduced his concept of a hierarchy of needs in his 1943 paper "A Theory of Human Motivation" and his subsequent book Motivation and Personality. This hierarchy suggests that people are motivated to fulfil basic needs before moving on to other, more advanced needs. Maslow's hierarchy of needs hypothesized that within every human being there exists a hierarchy of five needs.

John is a father of two young children with a wife who is a stay at home mom. The company he works for pays him a wage that is enough to support his family, however, he has just found out his wife is expecting another child. John has to now reassess his needs. Perhaps John needs a larger house, a larger vehicle, and more importantly, a larger income. He has currently met the highest income potential in the current position he is currently working in and is aware that there is not sufficient room for promotion to a higher position within the company because all of the positions are filled. Unless another employee loses his or her job, John is stuck in his current position. Additionally, with the current economic situation, the company has stopped performance bonuses and restricted overtime to save money. In order to meet his need for a higher income, John needs to be promoted or seek employment elsewhere. John is considered a good employee and his supervisor does not wish to lose him. However, John's personal needs outweigh the need his employer has to keep him employed in his current position without a promotion. His supervisor must make a decision based on how much they need John as an employee and what they are willing to do to keep him a part of their company. John needs to decide how much of a higher income is necessary to meet his needs, and how he plans to fulfil that need.

Answer the following questions based on the case study above.

Describe Maslow's hierarchy of needs with an aid of a diagram and give examples. [10]

QUESTION 7

Outline what is meant by "employee involvement". Give three examples. [6]

QUESTION 8

Discuss four shortcuts used in judging others. [8]

SECTION B

[40 MARKS]

QUESTION 9

Explain the three job redesign options. [6]

QUESTION 10

Outline and briefly describe the five steps of a typical OB Model program. [10]

QUESTION 11

Briefly describe the term “ability”? In addition, explain the two sets of factors comprising a person’s ability level? [5]

QUESTION 12

Summarise what is meant by the terms “person-job fit” and “person-organization fit.” [10]

QUESTION 13

According to Herzberg, the factors leading to job satisfaction are separate and distinct from those that lead to job dissatisfaction. Therefore, discuss the major causes of job satisfaction? [5]

QUESTION 14

Define what is meant by self-efficacy? [4]

END OF ASSESSMENT!

GOOD LUCK!