



FACULTY/COLLEGE	College of Business and Economics
DEPARTMENT	Industrial Psychology and People Management
CAMPUS(ES)	APB
MODULE NAME	Organisational Behaviour 4A
MODULE CODE	GOR41A1
SEMESTER	First
ASSESSMENT OPPORTUNITY, MONTH AND YEAR	SSAO – Supplementary Summative Assessment Opportunity July 2019

ASSESSMENT DATE	July 2019	SESSION	
ASSESSOR(S)	Prof Wilfred Ukpere		
MODERATOR(S)	Prof Sunday S. Babalola		
DURATION	2 hours (120 min)	TOTAL MARKS	100

NUMBER OF PAGES OF QUESTION PAPER (Including cover page)	4
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INFORMATION/INSTRUCTIONS:

- Question papers must be handed in.
- This paper consists of Section A and B.
- Please answer all the questions in section A and answer 3 out of the 5 questions in Section B.
- This is a closed book assessment.
- Read the questions carefully and apply critical thinking.
- Number your answers clearly.
- Write neatly and legibly on both sides of the paper in the answer book, starting on the first page.
- 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.

Section A**Answer all questions under this section****[40 Marks]****Briefly explain the following key concepts:**

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|-------------------------------|-----------|
| 1. Formal organisation | [5 Marks] |
| 2. Public sector organisation | [5 Marks] |
| 3. The Peters principle | [5 Marks] |
| 4. Social action | [5 Marks] |
| 5. Decision-making Approach | [5 Marks] |
| 6. Coercive power | [5 Marks] |
| 7. Empowerment | [5 Marks] |
| 8. Radical perspective | [5 Marks] |

Section B

Answer any 3 (Three) out of the 5 (Five) questions. All questions in section B carry equal marks

[60 Marks]**Question 1****[20 Marks]**

People are different in the ways and level of their involvement and commitment to work. From available data on dedication to work, there are differing levels of organisational commitment and involvement to work. From the above narrative, provide answers to the questions that follow:

1.1 What do you understand by the concept, 'work ethic'? [5 Marks]

1.2 List and discuss the three work orientation known to you [6 Marks]

1.3 Complete the table below in terms of their year's brackets and work ethic/situations of the different generations [9 Marks]

Generations	Generation X	Generation Y	Baby Boomers
Years bracket			
Work ethic/situation			

Question 2**[20 Marks]**

Organisations have been perceived as complex social systems that can be defined and studied in a number of ways. A significant approach to this broad perspective on the nature of organisation and organisational behaviour has been provided by Morgan, who is of the view that one can understand and interpret the nature of organisations by the use of some metaphors. **List and critically evaluate these Morgan's organisational metaphors.**

QUESTION 3**[20 Marks]**

One of the most polarising topics in recent times is globalisation. Studies on the topic have increased and, indeed, globalisation has become a pervasive term to the extent that common traders and farmers in remote villages are now very much aware of the realities of globalisation. The terminology of globalisation has permeated almost all key dialects and, currently, everyday life seems to express numerous references to terminologies of global nature, such as global markets, global village, global foundations, global finance, global communication, global migration, global security and global business (Ukpere, 2007). From the above paragraph, provide answers to the questions that follow:

3.1 What do you understand by the term, 'globalisation'? [6 Marks]

3.2 Explain the origin of globalisation [7 Marks]

3.3 What are the consequences of globalisation for organisations? [7 Marks]

QUESTION 4**[20 Marks]**

The wide gap between the power and status the employer and employee could lead to a situation where the psychological contract will always be to the advantage of the employer. Naturally, management expects employees to show commitment and loyalty by sometimes working overtime, in order to boost performance and productivity. However, workers can merely expect some fair compensation for all their toils. From the above narrative, answer the questions that follow:

4.1 What do you understand by the concept, 'psychological contract'? [6 Marks]

4.2 Explain the process of balancing in the psychological contract [7 Marks]

4.3 List at least six individual's expectation and six organisational expectations from Psychological contract [7 Marks]

QUESTION 5

[20 Marks]

Notwithstanding the fact that most people understand in their minds what organisational culture means to them, the construct, it seems, has a diversity of connotations and sometimes tricky to precisely clarify what it really means. The construct, *culture*, originated from the field of anthropology. Despite the fact that many individuals may perhaps not be fully aware of what it means the influence of culture over their actions and behaviour remain ever-present. However, no consensus on its meaning and application to the analysis of workplace behaviour and activities has been reached. From the narrative provide answers to the questions that follow:

5.1 What do you understand by the term organisational culture? [5 Marks]

5.2 Explain the different levels of culture [6 Marks]

5.3 What are the key factors that influence organisational culture? [9 Marks]

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