



**FACULTY OF ENGINEERING AND THE BUILT ENVIRONMENT
EXAMINATION 2019**

DEPARTMENT QUALITY AND OPERATIONS MANAGEMENT

<u>PROGRAMME</u>	DIPLOMA MANAGEMENT SERVICES
<u>MODULE</u>	ORGANISATIONAL EFFECTIVENESS 3B
<u>CODE</u>	OEF33B3 / ORE33B3
<u>DATE</u>	9 th NOVEMBER 2019
<u>DURATION</u>	3 HOURS
<u>TIME</u>	12h30-15h30
<u>TOTAL MARKS</u>	100

<u>EXAMINER</u>	MS J. MHLANGA
<u>EXTERNAL MODERATOR</u>	MR J. MASHALA
<u>NUMBER OF PAGES</u>	3 PAGES

INSTRUCTIONS TO CANDIDATES:

- Please answer all questions.
- 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: Power and Politics	20 MARKS
1.1 Describe five (5) interpersonal power bases.	(5)
1.2 Draw the structure that illustrate the Interdepartmental Power.	(10)
1.3 Name three Characteristics of authority.	(3)
1.4. What is the difference between power and authority?	(2)

QUESTION 2: Leadership Fundamentals	20 MARKS
2.1 Define What is Leadership and give practical example.	(2)
2.2 Name and explain three (3) Behaviour Theories.	(6)
2.3 Discuss four (4) Modify Leader-Member Relations.	(4)
2.4. Draw the framework structure for Studying Leadership.	(8)

QUESTION 3: Work Design	20 MARKS
3.1 Name six (6) Issues associated with job design and Quality of Work Life.	(6)
3.2 Name four (4) Indicators of quality of work life include.	(4)
3.3. Draw the structure that illustrate Conceptual Model of Job Design and Job Performance.	(8)
3.4 Define what is job design.	(2)

Question 4: Organization Structure	10 MARKS
4.1 Define the terms organization structure and organizational design.	(2)
4.2 Define what is departmentalization.	(2)
4.3 Name four (4) customers and client's basis for grouping jobs.	(4)
4.4 What is a major disadvantage for functional bases.	(2)

Question 5: Managing Communication Processes	10 MARKS
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5.1 Define the term communication. (2)

5.2 Describe the major elements in the process of global virtual team communication. (2)

5.3 Draw the diagram that illustrate the communication process. (6)

Question 6: Decision Making	10 MARKS
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6.1 Define the terms programmed decision and nonprogrammed decision. (2)

6.2 Draw the structure that illustrate Describe the process of decision making. (8)

Question 7: Managing Organizational Change	10 MARKS
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7.1 Draw the diagram that illustrate the types of change agents. (4)

7.2 Describe six (6) employee resistance that can be reduced by utilization. (6)

TOTAL MARKS 100
GOOD LUCK