

COURSE CODE: MBA 829
COURSE TITLE: ORGANISATIONAL CHANGE AND DEVELOPMENT
TIME ALLOWED: 3 hours

CREDIT UNITS: 3

- Instructions: 1. Attempt question Number one (1) and any other three (3) questions
2. Question number 1 is compulsory and carries 25 marks while the other questions carry 15 marks each.
3. Present all your points in coherent and orderly manner.

QUESTION ONE

- a. Explain briefly the human factor in enterprises. (10 marks)
b. Outline the five (5) main models of man. Which model of man best suits the worker in the public sector? (10 marks)
c. Outline the four basic assumptions about man in an industrial setting. (5 marks)

QUESTION TWO

- a. State concisely the two assumptions or theories about human nature. Outline the areas of misunderstanding of the theories. (10 marks)
b. Outline the managerial implications of theories X and Y. What will you consider as the best conditions to use any of the theories of leadership? (5 marks)

QUESTION THREE

- a. Discuss the three major human behaviour models. Which of these many views of individual is valid? (10 marks)
b. Outline the trait theory of leader performance. (5 marks)

QUESTION FOUR

- a. Outline the factors influencing people's perception in enterprise environment. (8 marks)
b. What do you understand by sacred hunts in organisational change? (7 marks)

QUESTION FIVE

- a. Discuss five (4) main leadership styles. Is it possible for a leader to combine many attributes of a leader? Explain. (10 marks)
b. If leadership styles depend on organizational environment, what criteria will you use in determining the type of style that is appropriate for any organization of your choice? (5 marks)

QUESTION SIX

- a. Outline the cultivated behaviours of leaders. (6 marks)
b. Explain male and female differences in leadership practices and behaviour. Outline the causes of the differences in leadership Styles. (9 marks)

Question 4

4. Nurses in carrying out their duties are confronted with ethical problems as a result of technological changes and knowledge explosion which have brought changes to health care
- a. What is "Ethical Dilemma" (2 marks)
 - b. Outline and discuss two (2) sources of ethical dilemma (8 marks)
 - c. Discuss any three categories of dilemmas that may arise from Nurse – Client/family interactions (17.5 marks)