Examination Period 3: 2018/19

HRM100219N

Module Title: Introduction to People in Organisations
Level Four
Time Allowed Two hours

Instructions to students:

- Enter your student number **not** your name on all answer books.
- Answer **three** out of **twelve** questions. It is expected that your answer for **each** question will exceed 600 words in order to reach the pass standard.
- Begin each question in a separate answer book; label each answer book clearly with the number of the question you are answering.
- You may take up to 15 lines of handwritten or typed notes into the exam. These must be on **one** side of A4 portrait style paper and font size 10 or larger.
- All questions are equally weighted.

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Answer three out of twelve questions.

1. What were the differences between the views of Taylor (Taylorism) and the findings of the Hawthorne Studies? How relevant are these theories today in your view?

2. Explain the Job Enrichment Model proposed by Hackman and Oldham and apply the five factors within it to any two jobs to show how their job satisfaction levels might differ.

3. What are some of the cultural differences between UK employees and citizens of other countries and what are the implications of understanding these differences for businesses?

4. Discuss any six characteristics of effective work teams clearly explaining why each factor is important.
   or
   Explain the meaning of Groupthink and discuss how it can be prevented or minimised.

5. Explore some of the major differences that exist within the UK in terms of a diverse workforce and discuss the advantages and disadvantages this may have for organisations.

6. Select two technologies of relevance to the workplace and discuss the impact this has had and could have on job satisfaction.

7. Explain the main features of each of the 'Big Five' personality factors and discuss the potential relevance of each of these for employee behaviour at work.

8. Analyse and discuss the characteristics of an effective learning experience.

9. Discuss the extent to which people on different incomes or doing different jobs might be motivated by different things.
10. Describe the concept of Force Field analysis and discuss how this can be helpful to managers when planning and implementing Organisational Change.

11. How can the concept of Organisational Culture be best explained? Provide examples of possible values, norms and artefacts as part of your answer.

12. Identify any two different Leadership styles and discuss when they are most and least relevant to situations that can arise in organisations.