



**Professional Qualification in
BUSINESS MANAGEMENT
Level 4 Diploma**

UNIT 5 – ORGANISATIONAL BEHAVIOUR, CULTURE AND ETHICS

Question 1

- (a) Describe **TWO** models or theories of organisational structure. (8 marks)
- (b) Compare and contrast the advantages and disadvantages of a business organisation becoming more flexible. (12 marks)

Question 2

- (a) Explain what is meant by the idea of an organisational culture. (8 marks)
- (b) Discuss the importance of an organisation's culture to its internal and external stakeholders. (12 marks)

Question 3

Suggest how organisational psychology can assist a company in increasing the productivity of their workforce. (20 marks)

Question 4

- (a) Explain what is meant by cross cultural expectations in relation to organisational behaviour. (8 marks)
- (b) Analyse the impact of external factors on the values of a business. (12 marks)

Question 5

- (a) Explain **TWO** barriers to the establishment of more effective behaviour in organisations. (8 marks)
- (b) Discuss, with the use of examples, how contingency theory could be applied to organisational behaviour in the secondary sector. (12 marks)