



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

UNIT 5 – ORGANISATIONAL BEHAVIOUR, CULTURE AND ETHICS

Question 1

- (a) Explain why a business might be organised in more than one way. (8 marks)
- (b) Discuss the advantages and disadvantages of the removal of one or more of the levels of hierarchy from an organisational structure. (12 marks)

Question 2

- (a) Explain what is meant by an ethical code. (8 marks)
- (b) Suggest why a company may decide to act ethically when in a competitive market. (12 marks)

Question 3

Recommend, with the use of examples, how a business could develop a stronger corporate culture. (20 marks)

Question 4

- (a) Explain, with the use of examples, what is meant by Corporate Social Responsibility (CSR). (8 marks)
- (b) Discuss why the interests and expectations of stakeholders might conflict with a business aim of increased CSR. (12 marks)

Question 5

- (a) Explain, with the use of examples, what is meant by situational resistance in relation to organisational behaviour in a business. (8 marks)
- (b) Discuss the different methods used for overcoming barriers to effective behaviour in organisations. (12 marks)