



**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) Discuss how the distribution of authority and accountability can influence organisational behaviour. (12 marks)

Question 2

- (a) Explain, with the use of examples, what is meant by ethical conduct. (8 marks)
- (b) Discuss how ethical conduct could help to deliver business success. (12 marks)

Question 3

- (a) Describe **TWO** of Hofstede's dimensions of culture. (8 marks)
- (b) With reference to your answer to Question 3a, suggest how these two dimensions could influence organisational behaviour. (12 marks)

Question 4

- (a) Explain, with the use of examples, what is meant by an entrepreneurial culture. (8 marks)
- (b) Assess how the development of an entrepreneurial culture could be used by a business for competitive advantage. (12 marks)

Question 5

Discuss how contingency theory could influence the organisational behaviour of a small, low price airline. (20 marks)