

UGANDA MARTYRS UNIVERSITY

FACULTY OF BUSINESS ADMINISTRATION AND MANAGEMENT

END OF SEMESTER ONE EXAM

ORGANIZATION BEHAVIOUR

BAM, BS A&F, BAMF & BIBM 1, BPSCM (NKOZI AND LUBAGA DAY)

Date: Tuesday 15th December 2022

Duration: Three (3) hours

Instructions

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- *The paper has two sections A & B*
 - *Section A is Compulsory and carries 40 marks*
 - *Answer **THREE** Questions in section B*
 - *Attempt four questions in total*
 - *Use relevant examples*
 - *Begin each question on a new page*
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Question one (Compulsory) SECTION A (40 MARKS)

Individual Differences in Organizations

Individual behavior differs from person to person. The age of a person can be a large factor in the way they behave. There are studies that prove maturity can come at different ages but in most cases, maturity is something that is learned and grown into. Age in a workplace can work against someone or for them. Young age can be a downfall if there is a lack of maturity and experience and old age can be a downfall due to a lack of energy or knowledge of new technologies. With that being said I think that it is important that age should not be the deciding factor as to how someone will act. The occupation of a person can also attribute to their individual behavior. For example, say there is an individual who works in the public eye like a Senator or Congressman, they are going to be more careful for the things that they say and do because they will not wish the media to catch the wind and bring them in a negative media downpour about the situation. When you work in the limelight you have to be cautious about your wording and your actions. There are many occupations that are not in the public eye that also has to think about their individual behavior and make sure that they set a good example because of their occupation.

Religion is a set of beliefs concerning the cause, nature, and purpose of life and the universe, especially when considered as the creation of a supernatural agency, or human beings' relation to that which they regard as holy, sacred, spiritual, or divine. Many religions have narratives, symbols, traditions and sacred histories that are intended to give meaning to life. They tend to derive morality, ethics, religious laws or a preferred lifestyle from their ideas about the cosmos and human nature. Values can run hand in hand with religion on some basis. Many religions have a foundation on values and morals that their followers should abide by. When a situation occurs and a decision needs to be made you can understand a lot about a person by their individual behavior. It is usually the person's values or morals that help them make the decision on what action to take when the situation presented itself. Attitudes about differences can affect one's individual behavior. Someone who is high-strung can tend to have a little more dramatic attitude about differences as opposed to a laidback individual who has a peaceful nature and can tend to look at differences with a positive. When attitudes turn negative one individual behavior can become defensive, frightful, or even protective. Many individuals can have common elements in their background it is hard to find an individual behavior that is the exact same. Individual behavior can show a lot about the way a person was brought up.

Required:

- (a) Use the case above to explain the following terms using examples:
 - (i) Individual behaviour
 - (ii) Organisatioan behaviour
 - (iii) Individual differences
 - (iv) Personality

(8 marks)
- (b) Identify and discuss the elements of individual differences that are highlighted in the above case. **(15 Marks)**
- (c) Identify other factors that affect one's individual differences? **(7 Marks)**
- (d) As a student of organizational behaviour, how would you deal with issues of individual differences for effective management of the organization? **(10 marks)**

SECTION B

Question two

- (a) All teams are groups but not all groups are teams, justify this assertion with examples
(10 marks)
- (b) Social loafing can be of great harm to an organization, as a manager under training, use vivid examples to examine how you would reduce social loafing in an organization. (10 marks)

Question three

- (a) With examples, explain how the biological factors, environmental factors and situational factors influence the personality of an individual (10 marks)
- (b) Explain the personality attributes that influence organisational behaviour. (10 marks)

Question four

- (a) In most organizations today, there are a number of conditions that prompt managers to exercise some political behaviours, using relevant examples, justify this statement. (10 marks)
- (b) How can a manager avoid negative political behavior in an organization (10 marks)

Question five

- (a) You have been consulted by one of your fellow students from the faculty of Law about the concept of **Organisation culture** and how it can be developed in organizations. Elaborate on how you will help this student. (10 marks)
- (b) As a student of Organisational behavior how would you advise an organization that aims at creating a customer-responsive culture in an organization (10 marks)

Question six

There are both positive and negative outcomes of conflict.

- (a) Identify FIVE positive outcomes of conflict. (10 Marks)
- (b) Why is conflict an inevitable feature of management and organizational behavior? (10 Marks)

END

SUCCESS AND MARRY XMAS