

UGANDA MARTYRS UNIVERSITY
FACULTY OF BUSINESS ADMINISTRATION AND MANAGEMENT
BAM I FINAL ASSESSMENT

ORGANISATIONAL BEHAVIOUR

Date: 4th May 2010

Time: 9am – 12pm

Instructions

Answer any four questions

1. (a) Discuss what's involved in the communication process. (b) what would you do to avoid communication barriers in an organization
2. As a manager what would do to ensure that you avoid perceptual barriers as you make decisions.
3. (a) What are reasons for group formation in an organization? (b) Discuss the factors that influence group cohesion.
4. describe how group behaviour can influence organisational performance
5. As a manager, what would you do to avoid destructive conflict in an organization?
6. as an employee of an organization, what would you do to manage you stress levels, describe the symptoms you would look at to know that you are stressed