

UGANDA MARTYRS UNIVERSITY, NKOZI, LUBAGA, MASAKA
AND MBALE CAMPUSES

FACULTY OF BUSINESS ADMINISTRATION AND
MANAGEMENT

DEPARTMENT OF MANAGEMENT SCIENCE

BAM I, BSC ACC & FIN I, BA MF I SEMESTER TWO
2022/2023

COURSE UNIT: ORGANIZATION BEHAVIOUR

DATE: Monday, 22nd May 2023

Time allowed: 2.00PM - 5.00 PM

Instructions to Candidates:

Read the following before answering the examination questions.

1. Do not write anything on this question paper.
2. Write neatly and show all workings clearly.
3. Start every question on a new page
4. Clearly state the question number & sections attempted.
5. Attempt four questions in total
6. Question ONE is Compulsory
7. Credit will be given to clarity and use of relevant examples.

QUESTION ONE (COMPULSORY)

Organizational behavior describes how people interact with one another inside an organization, such as a business. These interactions subsequently influence how the organization itself behaves and how well it performs. Organizational behavior is intended to explain behavior and make behavioral predictions based on observations. If you can understand behaviors, you can better understand how an organization works.

- a) Briefly describe what you understand by the Term Organisational Behaviour?(10 Marks)
- b) “The Study of Organisational Behaviour has strategic importance to the success of an Organisation”. Using an Organisation of your choice comment on the above?
(15 Marks)

QUESTION TWO

As a student of Organisational behaviour, you have been consulted by an organisation faced with challenges related to **perception, personality** and **emotional challenges** of its workers. Using examples show will you help the organisation in question? (25 marks)

QUESTION THREE

- a) “Personality is Total Sum of ways in which an individual reacts and interacts with others. With Practical 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 Organization Behaviour.(15 marks)

QUESTION FOUR

“Organizational Politics can indeed be a destructive force within businesses. It can easily distract employees from the job at hand and lead to resentment and low team morale. A decrease in job

performance and productivity are usually the inevitable consequence. And business leaders often waste lots of time managing office Politics. Power and Politics in Organizations are a reality that no Organization can ignore. Sometimes Managers exercise Political Behaviors in Organizations against their Will”

- a) As a student of Organizational Behavior using examples Explain any 5(five) reasons why this happens (10Marks)
- b) Discuss how Managers can control Political Behaviors in Organizations (15 Marks)

QUESTION FIVE

As a student of organizational behavior you have been invited by the management of Uganda Martyrs University to address them on the issue of organization culture.

- a) Explain to the management what organization culture means and how management can create an ethical culture among employees (15 marks)
- b) Different organizations have different organizational culture that makes them unique from others, using examples explain the benefits of organization culture (10 marks)

QUESTION SIX

- a) “Groups and Teams can greatly impact the effectiveness of an organization and gain a competitive advantage.” Support this statement (15 marks)
- (b) As a student of organisational Behaviour present a paper to the Manager CARITAS MADDO the process of group formation. (10 marks)

GOOD LUCK