

**UGANDA MARTYRS UNIVERSITY, NKOZI/LUBAGA
CAMPUS**

**FACULTY OF BUSINESS ADMINISTRATION AND
MANAGEMENT**

DEPARTMENT OF MANAGEMENT SCIENCES

BAM I SEMESTER TWO 2017/18

COURSE UNIT: ORGANISATIONAL BEHAVIOUR

DATE: Tuesday, 8th May 2018

Time allowed: 2:00pm- 5:00pm

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) Answer **any four** questions, all questions carry equal marks

SECTION A: Compulsory

Simply write down the words in the right option.

1. A common recruitment practice of companies is to hire only people whose personal values are compatible with those of the rest of the company. What negative consequences can potentially arise in such situations?
 - A. Employees have lower chances of being promoted
 - B. Employees have lower levels of job satisfaction
 - C. Employees will share a lower level of uncertainty avoidance
 - D. Workgroups display lower levels of creativity
2. Mugagga wants to be an interpreter in the court. He should have strength in
 - A. Inductive Reasoning
 - B. Verbal Comprehension
 - C. Perceptual Speed
 - D. Deductive Reasoning
3. Classical conditioning is....
 - A. An individual responds to some stimulus that would not usually produce such a response.
 - B. A type of conditioning in which a desired voluntary behavior leads to a reward or prevents punishment.
 - C. The conditions put up by the employer to the employees
 - D. Carl Jung's approach to interpreting behavior
4. All the following are Bodily/Kinesthetic except....
 - A. Study in a group.
 - B. Pace and recite while learning.
 - C. Talk about what you learn.
 - D. Teach the material.
5. Manager Kibi is a trainer of TV presenters; he wants to train his NTV presenters on the new way of presenting news what learning style would you propose to him?
 - A. Bodily – Kinesthetic
 - B. Visual – Spatial
 - C. Verbal – Linguistic
 - D. Logical – Mathematical

6. Halo effect is
- A. A greeting positively opens the mind of an individual to have a positive attitude towards others.
 - B. A person's evaluation is affected by comparisons with other individuals recently encountered
 - C. Drawing a general impression about an individual based on a single characteristic
 - D. Attributing one's own characteristics to other people. If you are a thief you think that the others are also thieves
7. Which of the following statements is not true?
- A. Persons with external locus of control often lead easy-going, relaxed, happy lives.
 - B. Internals can be psychologically unhealthy and unstable
 - C. Males tend to be more internal than females
 - D. People higher up in organisational structures tend to be more internal
8. Type B personality
- A. Always move, walk, and eat rapidly.
 - B. Feels impatient with the rate at which most events take place.
 - C. Strive to think or do two or more things at once.
 - D. Can relax without guilt.
9. The goals of organization behavior are to and behavior.
- A. Understand, control
 - B. Learn, change
 - C. Explain, predict
 - D. Categorize, simplify
10. A person who believes that the end justifies the means would be described as a person who has a high level of what personality traits?
- A. Self confidence
 - B. Self perception
 - C. Locus of control
 - D Machiavellianism

SECTION B

Answer 3 questions from this section

QUESTION TWO

There are both positive and negative outcomes of conflict.

- (a) Identify FIVE positive outcomes of conflict. **(10 marks)**
- (b) Describe the following styles of solving conflicts. **(15 marks)**
 - i. ***Forcing***
 - ii. ***Yielding, “accommodating”,***
 - iii. ***Compromise***

QUESTION THREE

Opio, a Cashier in Cowdish University, learns that he is being paid less for doing the same job as his fellow Cashier, Owuma even though they have the same work experience and perform at the same level within the same organization.

- a. Using one motivation theory, advise Opio on how to go about the situation. **(8 marks)**
- b. What should management do to avoid such situations? **(8 marks).**
- c. Advise managers on how to use goal setting theory to/with their subordinates? **(9 marks)**

QUESTION FOUR

- a) With examples, explain how the biological factors. Environmental factors and situational factors influence the personality of an individual **(12 marks)**
- b) Explain the personality attributes that influence organization behaviour. **(13 marks)**

QUESTION FIVE

- a) Briefly describe what you understand by the term Organization Behavior **(8 Marks)**
- b) “The study of Organization Behavior has strategic importance to the Success of an organization”. Using an Organization of your choice comment on the above statement. **(17 Marks)**

QUESTION SIX

- a) John feels that working in a group is boring as compared to working alone. He explains that working alone energize him. Explain the concept of group dilemma John is facing. **(5 Marks)**
- b) Discuss the possible causes of John’s behavior in a group setting **(10 Marks)**
- c) As a group leader, suggest ways of discouraging John’s behavior. **(10 Marks)**

The End