

**UGANDA MARTYRS UNIVERSITY  
NKOZI/LUBAGA CAMPUS**

**FACULTY OF BUSINESS ADMINISTRATION AND MANAGEMENT**

**DEPARTMENT OF ACCOUNTING & FINANCE**

**SEMESTER TWO 2017/18**

**BSC Acc & Fin I, BAM I & MF I - NKOZI & LUBAGA CAMPUSES**

**COURSE UNIT: ORGANIZATIONAL BEHAVIOUR**

**DATE: 7<sup>th</sup> May, 2019**

**Time allowed: 3hours**

**Instructions to Candidates:**

Read the following before answering the examination questions.

- Do not write anything on this question paper.
- Write neatly and show all workings clearly.
- Start every question on a new page
- Clearly state the question number & sections attempted
- Answer **any four** questions, all questions carry equal marks

### **Question One**

Barriers to accurate perception include the following: stereotyping, halo effect, contrast effect, projection, selective perception.

#### **Required**

For each of the above barriers explain how it has ever affected your perception. Tell your own story in each case. **(25 marks)**

### **Question Two**

- a) Explain 5 different instances when and how social learning have influenced the behavior of your peers. **(15 marks)**
- b) Briefly discuss how you would teach or instruct people who are Bodily-Kinesthetic learning learners **(10 Marks)**

### **Question Three**

- i. Differentiate between formal groups and informal groups **(5 Marks)**
- ii. Group cohesiveness is determined by the following factors: Size of the group, Proximity or geography of the group, outside pressure, similarity accomplishing group goals
  - a. Explain what group cohesiveness means **(5 Marks)**
  - b. Explain how each of the above factors is a determinant of group cohesiveness **(15 Marks)**

### **Question Four**

Hertzberg explains motivation using **hygiene** factors and **motivators** and Alderfer uses **Existence, Relatedness** and **Growth**.

- a. Why is motivation important for the competitiveness of an organization? **(10 marks)**
- b. Explain each of the highlighted word and show how it influences the performance of an individual in an organization. **(15 marks)**

### **Question Five**

The five levels of conflict are intrapersonal (within an individual), interpersonal (between individuals), intragroup (within a group), intergroup (between groups), and intra-organizational (within organizations).

- a. Explain each of these conflicts and provide ways of solving them. **(10 marks)**
- b. Discuss the five ways of solving conflicts **(15 marks)**

**Question Six**

- a) John is experiencing bad sleep, poor appetite, cannot concentrate, he is easily upset and is nervous. Explain what is happening to John **(5 Marks)**
- b) Give and explain at least 5 possible causes of John's condition **(5 marks)**
- c) As a student of OB how can you help John overcome such a situation **(15 Marks)**

**END**