

**UNIVERSITY COLLEGE TATI (UCTATI)****FINAL EXAMINATION QUESTION BOOKLET**

COURSE CODE	: BBM 1063
COURSE TITLE	: ORGANIZATIONAL BEHAVIOR
SEMESTER/SESSION	: 2 - 2024/2025
DURATION	: 3 HOURS

Instructions:

1. This booklet contains 5 questions. Answer **ALL** questions.
2. All answers should be written in answer booklet.
3. Write legibly and draw sketches wherever required.
4. If in doubt, raise your hand for invigilator attention.

DO NOT OPEN THIS BOOKLET UNTIL YOU ARE TOLD TO DO SO

THIS BOOKLET CONTAINS 4 PRINTED PAGES INCLUDING COVER PAGE

QUESTION 1

At Apex Solutions, a medium-sized tech company, the development team is working on a critical project with a tight deadline. The team is composed of software developers, a project manager (Lisa), and a quality assurance (QA) specialist (Mark). Despite having strong technical skills, the team faces challenges due to poor communication and collaboration.

One day, during a team meeting, Lisa notices tension between the developers and Mark. Developers feel that Mark's frequent bug reports are slowing down their progress, while Mark believes the developers are not taking quality seriously. To address this, Lisa decides to organize a team-building workshop focused on improving interpersonal skills.

During the workshop, team members engage in activities designed to enhance communication, active listening, and conflict resolution. They learn techniques for giving and receiving constructive feedback and practice empathy by understanding each other's perspectives. As a result, the team's morale improves, and they begin to communicate more effectively.

In the following weeks, the team shows significant improvement in their collaboration. Developers start incorporating Mark's feedback more constructively, and Mark appreciates the developers' efforts to produce high-quality code. The project progresses smoothly, and the team meets the deadline successfully.

Question a) to d) are based on the above scenario.

- a) Exemplify what were the primary interpersonal issues affecting the team at Apex Solutions. (5 marks)
- b) Describe how did Lisa, the project manager, address the interpersonal issues within the team. (5 marks)
- c) Illustrate what techniques did the team learn during the workshop to enhance their interpersonal skills. (5 marks)
- d) Describe what were the outcomes of improving interpersonal skills for the team at Apex Solutions. (5 marks)

ORGANIZATIONAL BEHAVIOUR (BBM 1063)

QUESTION 2

- a) Explain **TWO (2)** common causes of conflict within an organization. Support your answer with a scenario. (5 marks)
- b) Describe **TWO (2)** importance of effective communication that help in resolving conflicts in the workplace. Support your answer with a scenario. (5 marks)
- c) Explain **TWO (2)** roles of active listening play in the negotiation process. Support your answer with a scenario. (5 marks)
- d) Describe **TWO (2)** strategies for achieving a win-win outcome in negotiations. Support your answer with a scenario. (5 marks)

QUESTION 3

Maslow's Hierarchy of Needs is a psychological theory proposed by Abraham Maslow in 1943. It is often depicted as a pyramid with five levels of needs. In the context of a working environment, this theory can be applied to understand employee motivation and to create a workplace that fosters satisfaction and productivity.

Explain how each level can be applied in the working environment. (20 marks)

QUESTION 4

- a) One of the issues in organizational behaviour is globalization. Discuss briefly. (5 marks)
- b) Discuss **FIVE (5)** measures of how to overcome or mitigate issues as presented in the above answer. (15 marks)

QUESTION 5

- a) Describe briefly the following personality traits relevant to OB. (12 marks)
- i. Machiavellianism
 - ii. Narcissism
 - iii. Proactive Personality
 - iv. Self-Monitoring
- b) Describe the generational values according to the following cohort. (8 marks)
- i. Veterans
 - ii. Boomers
 - iii. Generation X
 - iv. Generation Millennial

-----End of question-----