

# Semester “Fall 2011”

## “Organization Behavior(MGT 502)”

### Solution Assignment No. 1

#### “Attitudes at Workplace”

Mr. Asim works in a Software company “Soft Solutions”. After spending a year in the organization, he experienced that the management is biased; the promotions are mostly on the basis of personal choices and favoritism. It caused dissatisfaction to him that’s why he decided to discuss this issue with the superiors. He met higher management and described all his reservations in this regard. He also suggested some improvements in the annual evaluation process and the promotion criteria.

After a year, despite his hard work, best performance and punctuality; colleagues junior to him were promoted with increments and he was retained on the same position. He realized that the situation is not going to improve. So he decided to leave the Company and thus resigned.

Looking at the above scenario, answer the questions below:

#### **Question No.1:**

Which methods of expressing dissatisfaction have been used by Mr. Asim? (5+5)

Answer:

At first Mr. Asim expressed his dissatisfaction through “Voice”. It refers to “Expressing dissatisfaction by active involvement and constructive efforts for improvement of the conditions”.

He tried his best to improve the conditions. He involved himself positively and took the matter to the higher management for their consideration and improvement.

When the conditions in the organization remain same and there were no signs of improvement in them, he adopted “Exit”, which refers to expressing dissatisfaction through looking for new position, leaving the organization and resignation.”

#### **Question No. 2:**

What are the other ways through which Mr. Asim can express his dissatisfaction? What effect his decision would have on his work related attitude. (5+5)

Answer:

Mr. Asim can also use the following way to express his dissatisfaction:

Neglect:

- He can be a passive spectator, allowing the condition to worsen.
- It includes the behaviors like absenteeism, increase in error rate, late arrivals, and reduced efforts.

As a result job satisfaction, job involvement and job commitment will decline.

Note: This solution is a general guideline; students’ answer can be different.

