



WOLKITE UNIVERSITY

COLLEGE OF BUSINESS AND ECONOMICS

DEPARTMENT OF MANAGEMENT

**THE ASSESSMENT OF INDIVIDUAL AND GROUP BEHAVIOR ON JOB PERFORMANCE
(IN CASE OF ETHIO TELECOM WOLKITE BRANCH)**

**A RESEARCH PAPER SUBMITTED TO THE DEPARTMENT OF MANAGEMENT IN
PARTIAL FULFILLMENT OF THE REQUIRMENTS FOR THE DEGREE OF
BACHELOR OF ART (BA) DEGREE IN MANAGEMENT**

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ABSTRACT

Human behavior in organization is individual behavior and group behavior . The study of organizational behavior is primary concerned with the psychological, social, interpersonal and behavior dynamics in organization. The main objective of this study was to investigate whether individual and group behavior has an effect on job performance in Ethio-telecom. Total population of the corporation was 37. From this total population all employees were selected by census and used as source of data. The researcher used descriptive methods of data The finding shows that one of the factor that the filter of an organization is the disagreement that raised among the workers within the organization;also this finding identifies group decision making takes more time than individual decision making;based on the above factors (problems) the researcher was provided appropriate and feasible solution ,suggestion and recommendation were made.

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ACRONYM

ethio- telecom ←← Ethiopian telecommunication

PHD ←←←← Philosophy of Doctorate

OB ←←←← organizational behavior

SQC ←←←← standard quality circle

BA ←←←← Bachelor of Art

ETA ←←← Ethiopian telecommunications Agency

ETC ←←← Ethiopian Telecommunications Corporations

IBTE ←←← Imperial Board of Telecommunications

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CHAPTER ONE

1. INTRODUCTION

1.1 Background of the study

The assessment of individual and group behavior on job performance is a critical area of research in the field of organizational behavior. Understanding how individual and group behavior influences job performance can help organizations identify strategies to enhance employee productivity and overall organizational effectiveness (Wang, Y., & Guo, H. 2012).

In the case of Ethio Telecom Wolkite Branch, it is important to examine the relationship between individual and group behavior and job performance. Ethio Telecom is a leading telecommunications company in Ethiopia, and the Wolkite Branch plays a crucial role in delivering telecom services to customers in that region. Therefore, understanding the factors that influence job performance in this specific branch is essential for optimizing organizational outcomes (Wang, Y., & Guo, H. 2012).

Research in the field of organizational behavior has shown that individual characteristics, such as personality traits, motivation, and job satisfaction, can significantly job performance. Additionally, group dynamics, team collaboration, leadership styles, and organizational culture can also influence how employees perform in their roles.

By examining the interplay between individual and group behavior on job performance within Ethio Telecom, this study aims to provide valuable insights into how the organization can enhance employee productivity, engagement, and overall performance. Understanding the factors that drive job performance can help Ethio Telecom develop targeted strategies for talent management, training, and organizational development to ensure a high-performing workforce.

Furthermore, by exploring the unique context of Ethio Telecom, this research can contribute to the existing body of knowledge on organizational behavior in the telecommunications industry and provide practical recommendations for improving job performance within the organization. Ultimately, this study seeks to support Ethio Telecom in achieving its strategic goals and maintaining its position as a leading telecommunications provider in Ethiopia.

1.2 Statement of the Problem

In general, an organizational behavior is a field of study that investigate the effect of individuals and groups behavior within the organization for the purpose of applying the knowledge towards improving organizational effectiveness. (Ivancievich, 2013).

Any aspect of activities that affect the behavior of human beings in any organization is considered to the subject of organizational behavior. Basically the behavior of people in an organization either individually or in group will contribute to the success or failure in organization in which they are working. (David, Buchanan., and Andrzej, Huczynsk.2013).

Hence studying organizational behavior enables us to know the behavior of to predict their action to specific situations and influence their behavior towards achieving organizational, group and individual goals through interaction of interests. (Andrzej ,Huczynsk.2006).

The difference of workers in age, sex, ethnicity and culture is growing organizational making understanding of organizational behavior and benefiting from it is a great challenge for management. (David ,Buchanan.2013).

In organizational behavior there would be a need to study the group behavior along with individual behavior. An individual behavior may be affected by other groups or by individual behavior inside the group may differ from his(her) behavior outside understanding these behavior demands to analyses the effect of individual and group behavior have on job performance with the organization therefore, the effect of the above and other unmentioned factors might hinder the successful job performance. (Muzafer, sheriff.2008).

Even though Ethio-telecom has a problem of individual and group behavior on job performance because of difference in age, sex, norms and culture is growing in organization making and Understanding of organizational behavior and benefiting from it is challenge for management the individual behavior is affect the group behavior in job performance in work place.(Macarie&moldovan,2010).

Therefore, the problem statement for this study is to investigate how individual and group behavior influence job performance within Ethio Telecom, identify key factors that AFFECT performance outcomes, and provide recommendations for enhancing employee productivity,

engagement, and overall performance within the organization. By addressing this gap in knowledge, this research aims to support Ethio Telecom in optimizing its workforce effectiveness and achieving its strategic objectives in the telecommunications industry.

1.3 Research Question

What is the degree of influence of individual and group behavior on job performance?

What are the effects on group work if individual employee break the rule of norm of the group because of personal behavior?

How to manage individual and group behavior toward job performance?

1.4 Objective of the study

1.4.1 General objective

General objective of the study is to assess individual and group behavior on job performance in Ethio telecom at Wolkite branch.

1.4.2 Specific objective

To know the degree of influence of individual and group behavior on job performance.

To assess the effect on group work if individual employee break the rule of norm because of personal behavior.

To assess how to manage individual and group behavior towards job performance

1.5 Significance of the Study

This study will have the following contribution for Ethio telecom and researcher. It makes the workers discuss mutual work problem that lead to poor job performance. The study will serve as a reference to other researchers who may deal with the individual and group behaviors of job performance. It would be used as easy data for other researchers, if his (her) wants to make future study on the same topic in the case area.

1.6 Scope of the Study

The study would try to examine the Individual and group behavior Wolkite Branch, because of it difficult to cover all other branch. This study was delimited geographically, conceptually and methodologically. Geographically, this study focus on in particular area of Wolkite Ethio-telecom. Methodologically, it would be descriptive study and conceptually it focus on only employees participation.

Descriptive research is a type of research that aims to describe and explain the characteristics, behaviors, or phenomena of a particular subject or population. It involves observing and documenting existing conditions, patterns, or relationships without manipulating or intervening in the research setting.

The main objective of descriptive research is to provide an accurate and detailed description of a specific situation or phenomenon. This type of research typically involves collecting data through surveys, interviews, observations, or existing records. The collected data is then analyzed and summarized to identify patterns, trends, or relationships.

There are several reasons why researchers may choose descriptive research for their study:

Descriptive research is often used as a starting point for exploring a new topic or area of study. It helps researchers gain a better understanding of the characteristics, behaviors, or phenomena they are interested in before moving on to more complex research designs.

Descriptive research allows researchers to collect detailed and comprehensive data about a specific subject or population. This data can provide valuable insights and serve as a foundation for further research. Descriptive research focuses on providing an accurate and objective description of the research subject without bias or manipulation. This can help researchers avoid making premature conclusions or assumptions. Overall, descriptive research is a valuable research approach that can provide a rich and detailed description of a particular subject or phenomenon.

1.7 Limitation of the study

This research paper has faced many limitations but to identify the major limitation. Limitation of time and budget constraint some employees of the branch filled the questionnaires carelessly so that this research is weak in this area this may leads to the number of non-response rate is high or there is employees they are unwilling to fill our questionnaire lack of experience of researcher work. Relevant books and the necessary cost so that this paper have limitation on this area.

1.8 Organization of the Paper

The research report was cover five chapters. The first chapter was dealt with background of the study, statement of the problem objectives of the research, scope, limitations and significance of the research and the organization of the research, the second chapter was included review of related literature collect by the researcher, the third chapter; was explained about the methodology, description of the study area, determination of sample size, sampling design and techniques, the subjects of the study, the research instruments, and data gathering procedure, and data processing method use in this study, the forth chapter; was provided the details about the result and discussions from the analysis of the collect data, and the last chapter and the final part of the study, was consisted of the summary of major findings, conclusions and recommendations.

CHAPTER TWO

2. REVIEW OF RELATED LITERATURE

2.1 Definition of Organizational Behavior

Organizational behavior often abbreviated as OB is a field of study that investigates the effect that individual, group and structures have on behavior with in organizations effectiveness. and, Organizational behavior is the study of human behavior attitudes and performance with in an Organization string organizational behavior is applied on the disciplines such as psychology sociology and culture. Organizational behavior is analyzing the extracts environment effect on the organization and its Human resources mission objective and strategies to sum up organizational behavior is concerned with the study of what people do in an organization and how that behavior affects the performance of the organization (Robert ,and Michael.2008).

Organizational behavior is the study of people, individuals and groups in which it tells about their behavior within the organization and it includes their understanding, communication, actions and attitude. The study and understanding of individual and group behavior and patters of structure in order to help improve organizational performance and effectiveness.(laurie.j.mullins The study of how thoughts, feelings and behaviors of individuals and groups in organizations are influenced by the actual implied or imagined presence of others.(Leigh,Thompson.2008).

Organizational behavior is the study of human behavior, attitudes and performance within an organization setting; drawing on theory, methods, and principles from such disciplines as psychology, sociology, political science, and cultural anthropology to learn about individuals, groups, structure, and (process.Ivancivich, 2013).

2.2 Human behaviors in organization

Human behavior in organization is individual behavior and in group behavior in organization. The study of organizational behavior is primary concerned with the psychological, social, interpersonal and behavior dynamics in organization. However organizational behavior variables that affects human behavior at work that have an AFFECT on job performance are also relevant to the study of organizational structure.

Human behavior in organization is complex and often difficult to understand. Individual performance is the foundation of organizational performance. Understanding individual behavior therefore, is critical for effective management. (Thompson).

Organization would to have describe as clock work in which human behavior is logical and rational but they often seen like snake pits to those who work in them. Each discipline has made a unique contribution to organizational behavior .(McShane ,2006).

2.2.1 Individual characteristics

Because of organizational performance depend on individual performance, managers such as Ted Johnson more than a passing knowledge of the determinants of individual performance, social psychology and sociology contributes a great deal of relevant knowledge about the relationship among attitudes, perception, emotions, personality, values, and individual performance. (Ivancevich).

2.3 Foundation of individual behavior

Human behavior is a complex phenomenon as it is most difficult to define in absolute terms it is primary a compilation of response to external and internal stimuli. Behavior is the function of person and environment around him. It is important recognize the effect of the person and the environment individually as well as interaction and de provides either poor job performance or dual that provide poor job performance or effective job performance. (Kumar,and Mittal,2012).

2.4 Individual behavior and job performance

Employees perform their job in a way that satisfies customer and fulfills other organizational objectives or to achieve effective job performance. The model of individual behavior and performance to illustrate it directly influences on employee voluntary behavior and performance, Motivation, ability, role perception and situational contingencies.(Gillmor, 2006).

2.4.1 Job satisfaction

Job satisfaction is an individual general attitude towards his/her job. A person with a high level of job satisfaction holds positive attitude toward the job that results effective job performance. A person who is dissatisfied with his/ her job holds a negative attitude about the job that results poor job performance.

2.4.2 Job satisfaction and job performance

In terms of strategic managers we need to know whether a satisfied employee would be contribute more achieving objective than dissatisfied employee would for these reason study have investigates whether there is a like between job satisfaction and job performance. This research tested the once-widespread assumption that satisfaction related to job performance(Robert,and Michael,2009).

2.4.3 Job performance

Job performance assesses whether a person performs a job well. Job performance, studied academically as part of industrial and psychology (the branch of psychology that deals with the work place), also form a part of human resource management. Performance is an important criterion for organizational outcomes and success.

2.4.4 Features of job performance

There are several key features to Campbell conceptualization of job performance which help clarify what job performance means.

Outcomes First, Campbell defines performance as behavior it is something done by the employee. This concept differentiates performance from outcomes. Outcomes are the result of an individual performance, but they are also the result of other influence. In other words, there are more factors that determine outcomes than just an employee behaviors and actions.

Organization goal relevance; Another key features of job performance is that is that it has to be goal relevant. Performance must be directed toward organizational goal that are relevant to the job or role. Therefore, performance does not include activities where effort is expended toward achieving peripheral goal.

Multidimensional; Despite the emphasis on defining and predicting job performance, it is not a single unified construct. There are vastly many jobs each with different performance standards. Therefore job performance is conceptualized as a multidimensional construct consisting of more than one kind of behavior. Another taxonomy of job performance was proposed and developed for us.(navy by murphy 1994). This model is significantly broader and breaks performance in to only four dimensions. Task-oriented behavior are similar to task-specific behaviors in Campbell model. This dimension includes any major task relevant to some ones job. Inter personally

oriented behavior are represented by any interaction the focal employee has with other employees. These can be task oriented or non-task oriented. This dimension diverges from Campbell taxonomy because it included behaviors (small talk, socializing, etc.) that are not targeting an organization goal. Down time behaviors are behaviors that employees engage in during their free time either at work or off site. Down-time behavior that occur off-site are only considered job performance when they subsequently affect job performance (for example , outside behaviors that cause absenteeism.)

Destructive/hazardous behaviors in addition to these models dividing performance into dimensions, others have identified different type of behaviors making up performance.

2.5 The effect of individual differences on job performance

The various categories of individual differences interact to influence the performance on employee group and organization as a whole. The definition of job performance would be debated over the year. A recent study defines as behavior that is relevant to the organization goals and would be measured in terms of each individual's proficiency or level of contribution. (Robert, and Michael, 2005).

2.6 Definition of Group Behavior

Group is a two or more than two individuals freely interacting who share collective norms and goals and have a common identity. The behavior was subject of interest in social psychology for a long period of time and many different aspects of group behavior will be study over the Years. (Kreithner, and Robert, 2010).

Group form because of managerial action and also because of individual effort s. Groups created by managerial decisions are termed formal groups. Group also form as a consequence of employees actions. Such groups termed informal groups. Develop around common interest and friendships.(John ,m.Ivancevich).

2.6.1 Group behavior and interpersonal influence

Interpersonal influence and group behavior are also power full forces affecting organizational performance as well as job performance.

2.6.2 Group structure

Structure is the shape of the behavior of members and makes it possible to explain and predict a large portion of individual behavior within the group as well as the performance of the group itself.

2.6.3 Stages of group development

Group and team in the work place go through a maturation process, such as one would find in any life cycle situation. According to psychologists Bruce Tuckman the original model involved in four (4) stages these stages are forming, storming, norming and performing.

Stage I forming: - During this \uparrow ice breaking \downarrow stage group members tend to be uncertain and anxious about such things as their roles for in change and to effect the group goals.

Stage II Storming: - This stage is the time of testing individuals test the leader's policies and assumptions as they try to determine how they fit in to the power structure.

Stage III Norming:-During this stage the group develops first sense of cohesiveness as a role is established and defined as the feeling that binds members of group together is the principal by product of norming.

Stage IV performing: - Activities during this stages focused on solving task problem as a member of a mature group contributors get their work done without hampering others. This is a climate of open communication, strong cooperation and lots of helping behavior. Cohesiveness and personal commitment to group goals help the group to achieve more than any one individual acting alone. Kinicki, and Kreiner, 2006).

2.7 Influences of behavior on organization

The individual, group and organization which collectively influence behavior in work organizations.

Individual: - organizations was made up of their individual members. The individual is a central feature of organizational behavior and necessarily part of any behavior situations. It is the task management to provide a working environment which permits the satisfaction of individual needs as well as that attainment of the organizational goals.

Group: - group is exists in all organizations and one essential tool to their working and performance. The organization is comprised of groups of people and almost everyone in an organization will be a member of one or more groups. Peoples in group influence each other in many ways and groups may develop their own hierarchy and leaders. Group pressure can have a major influence over the behavior and performance of individual members.

Organization:-Individuals and groups interact with in the structure of the formal organization. Structure is created by the management to establish relationship between individual and groups, to provide order and system to direct the effort of the organization in to goal-seeking activity. Behavior is affected by patterns of organizational structure, technology, style of leadership and system of man agreement through which organizational process are planned directed and controlled.

CHAPTER THREE

3. RESEARCH METHODOLOGY

3.1 Description of the study area

The study will be conducted in Wolkite Town, Gurage Zone, of the southern Nations and Nationalities, which is located in central part of Ethiopia and about 160 km from Addis Ababa. The zone shares common frontier with Sodo district, near west of Kembata Tembaro zone, North of Butajira and south of Hadiya zone. Wolkite town has latitude and longitude of Wolkite is situated at a latitude of 8°17'N and a longitude of 37°47'E. In decimal format, these coordinates are approximately 8.2833° N and 37.7833° E. Wolkite Town is known by vibrant culture and economic activities; the town has a diverse population that engages in various forms of agriculture, trade and small-scale industries.

3.2 Research Design

The method of conducting this research was descriptive research because the research aims to understand and describe the problem of Ethio Telecom. A research design is the arrangement of conditions for collection of data in which they will be studied and tested for the purpose of deriving answers to research questions. Descriptive research is used to describe characteristics of population or phenomena of study, it describes the phenomena as they exist and to describe the state of nature of affairs and create some understanding about the nature problem.

3.3 Source of Data

In order to get the necessary information this study was used primary data to achieve the goal. Primary data was obtained using questionnaires from the employees of Ethio Telecom Wolkite branch. Primary data was used for supporting the theoretical part of the study and are obtained from questionnaire and interview.

3.4 Description of Population

The target population of the study was employees and manager of Ethio Telecom Wolkite branch. The population size of this study was 37 including the manager. From this population 25 were males and 12 were females.

3.5 Sampling Techniques and Sample Size Determination

The researcher was used census methods because the total populations of the study were small in number. A census is the procedure of systematically acquiring and recording information about the members of the given population and also Census is based on all items of the population and then data are analyzed. Census is statistical methods of data collection and used when complete enumeration of the population is needed and when the target population of the study is small in number. Census is an appropriate than sample the reason behind why the researcher used census survey method, it is attractive for small population, eliminates sampling error, Provide detailed information on an all individual population. In addition to this it is possible to obtain high quality and reliable information from the respondent. Therefore, an advantage of the census method is that even the most remote of the units of the population get includes in the census.

3.6 Data Collection Method

The researcher used different data collection methods in order to collect the relevant data for the purpose of this study which were questionnaires and interview. Opened and closed ended questioner was distributed to employees at Ethio-Telecom of wolkite branch and interview was conducted with manager of the Ethio-Telecom.

3.7 Methods of Data Analysis

This study was consisted of both quantitative and qualitative data since the researcher was collected the relevant and reliable data from primary sources. The response of the question was interpreted and analyzed using descriptive statistics. The data was presented by using tables.

CHAPTER FOUR

4. DATA ANALYSIS AND INTERPRETATION

This section deals with analysis and interpretation of the information through questionnaires from the total population (marketing, finance and technical) employees Of the Ethio-telecom. The Ethio-telecom of Wolkite branch have an overall employees size of 37. Out of this employees 34 were able to fill my questionnaire. The analysis was made based on the information obtained from the Ethio-telecom office documents. The gathered data were analyzed by using tables followed by interpretation.

Back ground of the respondents.

Table 4.1 Age of respondents.

Age	Number of respondent	Percentage
Below 20 year	0	0
21-30 year	12	35%
31-40 year	15	44%
41-50 year	5	15%
Above 50	2	6%
Total	34	100%

Source; questionnaires 2025

According to the above data shows;

- ✓ 35% of the respondent falls between the age of 21 and 30 years while the 44% of the respondent falls on the age of 31-40 years. And the remaining 15% of the respondent are above 41 years and 6% of the respondent fall on the age of above 50 year. .There is no respondent whose age is below 20 years.

- ✓ So, the majority of the respondent where found between the age ranges of 21-50 years this shows that the organization has young and productive employees. The employees being about change in productive provided of they are well educated and they have any age in economics development that could cope with various economic situation and can strive for change their living standards without losing their hope.

Table 4.2 gender of respondent.

Gender	Number of respondent	Percentage %
male	24	71%
Female	10	29%
Total	34	100%

Source; questionnaires, 2025

As the data in the above table 4.2 indicates

- ✓ 24(71%) of the respondents are males while the remaining 10(29%) of the respondent are females this shows that the number of males is greater than the number of females.
- ✓ It concludes that males are more employed than females. It was practiced in our country Ethiopia most of the time males participated in different activity different direction and they have more job opportunity.

Table 4.3 educational level of respondents

Educational level	Number of respondent	Percentage%
certificate	0	0%
Diploma	10	29%
Degree	17	50%
Master	7	21%

PHD	0	0%
Total	34	100%

Source; questionnaires, 2025

As the data in the above table 4.3 indicates

- ✓ 0 of the respondents were certificate and 10(29%) of the respondents have diploma, while the 17(50%) of the respondent were degree and 7(21%) of the respondents have master .
- ✓ It is possible to understand from the above table it is unquestionably majority of the respondent (employees) are well corrected and well educated (change workers). This is enabling the Ethio telecom to increase its efficiency and productivity.

Table 4.4 work experience in Ethio telecom

Service year	Number of respondent	Percentage
Less than 1 year	0	0%
1-3 year	12	35%
3-5 year	8	24%
Above 5 year	14	41%
total	34	100%

Source; questionnaire, 2025

As indicates the above table the respondent

- ✓ 12(35%) have service at Ethio telecom from 1-3 years and 8(25%) of the respondents have been worked in the Ethio telecom from 3-5 years. And the remaining 14(41%) of the respondent have been worked above 5years.
- ✓ This tells the organization has experienced employees to perform the necessary activities properly and get some managerial capabilities during their life in the organization.

As the researcher on assessing individual and group behavior the first question was about the effect of team work on individual job performance the responses are tabulated.

Table 4.5 the influence of team work on individual job performance

Team work will have an effect on individual job performance	Number of respondent	Percentage
yes	24	71%
no	10	29%
total	34	100%

Source; questionnaire, 2025

According to the data shown in the above table

- ✓ 24(71%) of the respondents said have agreed the idea whereas 10(29%) of the respondents disagreed to the idea raised. This indicates that the majority of the respondents said have team work have any effect on individual job performance in the corporation. Because, the individuals can get more experience from team work.
- ✓ From the finding we can realize that team work have significant influence on individual job performance in the organization.

The next question presented was important whether group decision making or individual decision making have more contribution to accomplish organizational task. The response are tabulated below

Table 4.6 type of decision making that have more contribution for accomplishment of Ethio telecom task.

Types of decision making that have more contribution to accomplish Ethio telecom task	Number of respondent	Percentage%
Group decision making	25	74%
Individual decision making	9	26%
total	34	100%

Source; questionnaires, 2025

As the above table indicates

- ✓ 25(74%) majority of respondent group decision on making have more contribution to the accomplishment of Ethio telecom Wolkite branch task. Whereas the remaining 9 (26%) of the respondent have said that individual decision making has more contribution to the accomplishment of Wolkite branch Ethio telecom task.
- ✓ Based on the analysis we can say mostly group decision making have more contribution to the accomplishment of Ethio telecom task.

Table 4.7 significance of team work relation for the success of the Ethio-telecom.

Good team work relation have significance for the success of corporation	Number of respondent	Percentage
yes	27	79%
no	0	0
It is depend on types of job	7	21%
total	34	100%

Source; questionnaires, 2025

According to the above gathered data;

- ✓ 27(79%) majority of respondents have said a good team work relation are important for the success of the corporation but it is depend on the type of the job that the workers are involved in whereas 7(21%) of the respondent have said a good team work relation are important for the success of the corporation.
- ✓ From the findings it is possible to realize that a good team work relation has significance for the success of the job in the corporation it depends on the type of the work that the person is involved in.

Table 4.8 disagreement of workers when decisions are made in committee.

Committee decision result in disagreement among worker	number of respondent	Percent
yes	29	85%
no	5	15%
total	34	100%

Sources; questionnaire, 2025

As the above table 4.8 indicates

- ✓ 29(85%)majority of the respondent have agreed whereas 5(15%) of the respondents disagreed this could be an implication that there is a possibility of disagreement this could be an implication that there is a possibility of disagreement raising among the workers in the corporation when decision are made in committee.
- ✓ From the finding it is possible to realize that the existence of disagreements among the workers in the corporation influence workers job performance. This disagreement can affect the effective job performance at the directly or indirectly. This influence create the following problems.

The work that must have been accomplished on time is delayed because of disagreement.
 To overall plan of the corporation is non-successful.
 It creates personal conflict and loss of time

Table 4.9 do you think the organization satisfied in your need and expectation.

Do you think the organization satisfy in your need and expectation	Number of respondent	Percentage
yes	29	85%
no	5	15%
total	34	100%

Sources; questionnaire, 2025

As the above table 4.9 indicates;

- ✓ 29(85%) majority of the respondent have agreed whereas 5(15%) of the respondents disagreed.
- ✓ This could be an implication that there is a possibility of disagreement raising among the workers in the corporation when decision are made in committee.

Table 4.10 the loss of workers interested for their job.

Worker who have reduce interest for their job in Ethio telecom	Number of respondent	Percentage
Yes	10	29%
no	24	71%
total	34	100%

Source; questionnaire, 2025

According to above table 4.10 indicates ;

- ✓ 10(29%) minority of respondents have agreed whereas 24(71%) majority of the respondents disagreed.
- ✓ This data shows the majority respondents in favor, there is some workers who have reduced interest for their job in the corporation.

To know the employees respondents about the affect of supervision of organizational job performance and how the workers are influenced by the supervision to accomplish below.

Table 4.11 the influence of personal behavior on job.

The personal behavior of certain supervision have an effect on job performance	Number of respondent	Percentage %
Yes	29	85%
No	5	15%
total	34	100%

Source; questionnaire, 2025

This question was very important because the majority of respondents belong in favor of personal behavior of certain supervision can influence job performance with in the corporation. According to the above table 4.11 shows

- ✓ 29(85%) majority of the respondents have agreed that personal behaviour of certain supervision has an effect on job performance; whereas 5(15%) few respondents disagreed.
- ✓ From the finding we can realize that personal behavior of certain supervision have an effect on an organizational success as well as effective job performance on their subordinate within the corporation. Employees responded about whether the habit of person addicted to some things have an effect or not the corporation. The response are shown below.

Table 4.12 the influence of addicted person habit on job performance.

The habit of person addicted(like chat and cigarette)have an effect on job that he or she	Number of respondent	Percentage
yes	10	29%
no	24	71%
total	34	100%

Source; questionnaire, 2025

Based on the above data

- ✓ 10(29%)minority of the respondents have agreed; whereas 24(70%) majority of the respondents have disagreed person with addictive t
- ✓ come to an office with tacking it he/she becomes exhausted and cannot not work properly.This may influence the organization overall performance.

Table 4.13 the effect of nature of workers on task accomplishment.

The characteristics of the work have an influence on workers job performance in Ethio telecom	Number of respondent	Percentage %
yes	26	76%
no	8	24%
total	34	100%

Source; respondent, 2025

As seen in the above table 4.13 indicates;

- ✓ 26(76%) majority of the respondents have said agreed whereas 8(24%) minority of the respondents have said disagreed,

- ✓ This indicates that the respondents of the corporation supports the characteristics of the job. From the findings, the researcher investigates thus the nature of the work that the worker accomplishes the work force performance because of the characteristics of the work.

Table 4.14 difference of individual ability on job performance.

The effect of difference in ability among individual job performance	Number of respondent	Percentage %
high	17	50%
medium	10	29%
low	7	21%
total	34	100%

Source; questionnaire, 2025

- ✓ As shown in the above table 17(50%) majority of the respondent have said high, 10(29%) of the respondent have said medium and 7(21%) of the respondents have low.
- ✓ This indicates that the majority of the respondents are in favor of medium and high because the ability of the ability of the person is directly proportional to the performance. As the ability of the person is high its performance well also be high. Its performance well also be high.

Table 4.15 workers dissatisfied in their work.

dissatisfaction of work in his/her job Ethio telecom	Number of respondent	Percentage%
yes	25	74%
no	9	26%
total	34	100%

Source; questionnaire, 2025

Based on the data in the above table ;

- ✓ 25(74%) of the respondents have said agreed whereas 9(26%) of the respondents have said disagreed.
- ✓ This indicates that the majority of respondents begin in favor of satisfied with their job in the corporation. This leads the corporation of good job performance. The next question was to ask the opinion of workers to explain the extent to which the dissatisfied person influences job performance the responses are shown below.

Table 4.16 the degree of dissatisfied person and it influence on job performance.

The extent of its influence of job performance	Number of respondent	Percentage%
high	6	18%
medium	8	23%
low	7	21%
unknown	13	38%
total	34	100%

Source; questionnaire, 2025

As shown in above table 4.16

- ✓ 6(18%) of the respondent have said high, 8(23%) of respondents have said medium, 7(21%) of the respondents have low and 13(38%) of the respondent he said unknown.
- ✓ This indicates there is medium influence on job performance because of the person of dissatisfaction of workers in the corporation. The next question presented was important whether group behavior or individual behavior affects more Ethio telecom.

Table 4.17 type of behavior affects more Ethio telecom Samara branch.

Type of behavior affect more Ethio telecom	Number of respondent	Percentage
Group behavior	5	15%
Individual behavior	29	85%
total	34	100%

Source; questionnaire, 2025

As the data above table 4.17 indicates;

- ✓ 5(15%) minority of the respondents said that group behavior affects more Ethio telecom. whereas the remaining 29(85%) majority of the respondents have said individual behavior affects more the corporation.
- ✓ Based on the analysis we can say mostly individual behavior affects more the corporations than group behavior.

Table 4.18 does the behavior of individual be affected by other individuals?

Behavior of individual be affected by other individual	Number of respondent	Percentage
yes	4	12%
no	30	88%
total	34	100%

Source; questionnaire, 2025

According to the data shown in the above table4.18

- ✓ 4(12%) minority of the respondents said have agreed the idea whereas 30(88%) majority of the respondent disagreed to the idea raised.

- ✓ This indicates that the majority of the respondent said have the behavior of individual does not affected by other individual in the corporation. From the analysis the behavior of individual have insignificant effect on other individual in Ethio telecom.

The next question was to ask the opinion of worker to explain to which the possibility to manage individual and group behavior towards job performance.

Table 4.19 possibility to manage individual and group behavior towards job performance.

It is possible to manage individual and group behavior toward job performance	Number of respondent	Percentage%
Yes	20	59%
no	14	41%
total	34	100%

Source; questionnaire, 2025

Based on the above data in the above table4.19

- ✓ 20(59%) majority of the respondent have said agreed whereas 14(41%) of the respondents have said disagreed.
- ✓ This indicates that majority of respondents being in favor of possible to manage individual and group behavior towards job performance in the corporation. This leads the corporation of good job performance.

As the researcher on assessing individual and group behavior the 16th question was about the existence of mechanism have used to manage individual and group behavior towards job performance. The response are tabulated below

Table 4.20 existence of mechanism it have used to manage individual and group behavior toward job performance in ethio telecom

Is there mechanism you have used to manage individual and group behavior to ward job performance	Number of respondent	Percentage%
yes	34	100%
no	0	0%
total		100%

Source; questionnaire, 2025

According to the data in the above table4.20 34

- ✓ (100%) or all of the respondent said have agreed the idea raised. There is no respondent whose answer is no.
- ✓ This indicates that all of the respondent said have there is a mechanism we have used to manage individual and group behavior towards job performance in Ethio telecom Wolkite branch.

Such as, different weekly mechanisms like,

1. Standard quality circle; It is weekly meeting undertaken in Ethio telecom employees about behavior of individual employee, evaluation of employee weekly work activity.
2. Cross cut; the breaking of relationships between corporation employee and other company employees which push the corporation employees towards weak job performance.

From the finding we can realize that Wolkite branch Ethio telecom could manage individual and group behavior towards job performance by using different mechanism.

CHAPTER FIVE

5. SUMMARY, CONCLUSIONS AND RECOMMENDATIONS

5.1. SUMMARY

Most of the respondents or 25(74%) have said group decision making have more contribution for accomplishment of organizational task. But the remaining respondent have said individual decision making takes more time to accomplishment.

Most of respondents or 9(26) have said agreed group behavior have more effect on Ethio telecom Wolkite branch. Whereas the other respondent have disagreed. This behavior affect job performance either directly or indirectly.

Most of response have said agreed when the decision are made in committee whereas the other respondents have disagreed. This disagreement can affect job performance either directly or indirectly.

Most of respondent or 29(85%) have agreed the difference opinion among the worker can influence the job performance in Ethio telecom and the remaining 5 (15%) of the respondent have disagreed the idea.

5.2. Conclusions

Based on the study conducted the following are concluded by the researcher.

1. Even if group decision making is usually more accurate and preferable for decision making it has its own drawback. From the findings we can conclude that group decision making takes more time than individual decisions making within the Ethio- telecom to solve a single.

2. Even if individual and group behavior have an effect towards job performance on Ethio telecom, the corporation could manage those effect by using different mechanism.

3. Ethio-telecom Wolkite branch has a number of employees (labor force) that contains 37 employees who are working in an office as well as field oriented work that needs both and individual decision making.

When those workers are working in group the behavior of one may influence the other not to perform the work in proper way.

One of the factors (problems) for the organization is the dispute (disagreement) that raised among the workers within the organization. In the same manner as per finding, we can arrive at the conclusion that, there is disagreement among the workers by the different behavior of employees with the corporation when decision are made in committee.

Employee in the organization have different personality and characters either in born or learned from the environment that may be good or bad for the person.

This character might be the result of their power and authority that have an effect on workers those are supervised by him her to perform the work successfully.

5.3 Recommendations

One of the main objectives of the study is to give possible solution for the problems that exists in the Ethio-telecom. Thus the researcher recommends the following.

Group decision making have more contribution for organizational task accomplishments. Because when the decision making is carried out in the Ethio-telecom, there is sharing in idea among the workers and discussing on the problems and solve it ,this leads to good job performance .Therefore ,in order to achieve good organizational goals it is better for the Ethio-telecom to use group decision making.

Even if the behavior of individual and group affect directly or indirectly the job performance on Ethio telecom Wolkite branch, the corporation could manage by using standard quality circle, cross cut mechanisms.

For the prevailing problem that arise among workers during decision making committee, the workers should with each other to make conductive work relation in to avoid such problem.

Since the personal behavior of the supervisor have an effect on employees job performance on the success of Ethio telecom, the Ethio telecom should establish rule and regulation that governs both the supervision and the workers in order to allow or minimize the habit that influence workers on job performance. Generally, As a Researcher if the corporation apply the above Recommendations it may minimize the effect of individual and group behavior on job performance.

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APPENDIX
WOLKITE UNIVERSITY

COLLEGE OF BUSINESS AND ECONOMICS

DEPARTMENT OF MANAGEMENT

This Questionnaire is prepared BA degree students department of management in Wolkite university .The questionnaire is prepared for employees of Wolkite branch Ethio telecom. The purpose of this study is to gather the information about the relationship between individual and group behavior and its relationship with job performance in Ethio telecom thus information you provide is helpful for the success of the research. Therefore you are kindly requested to provide genuine response for the following questions.

Thank you for your support.

General direction;

Put (√) mark for your answer in the box.

No need to write your name.

Part I personal information.

1. Age. Below 20 21-30 41-50 above50

2. Sex. Male female

3. Education level.

Certificate diploma degree

Master PhD

4. Work experience.

Less than 1 year 1-3 year 3-5 year above 5year

Part II question on job performance

5. Do you think team work will have an effect on individual job performance?

Yes

No

6. If your answer for question 5 is yes how?

Specify your answer

PART III BEHAVIOR RELATED QUESTION

7. Which type of behavior affect more your organization?

Group behavior

individual behavior

8. Does the behavior of individual be affected by other individuals?

Yes

No

9. Do you think it is possible to manage individual and group behavior towards job performance?

Yes

No

10. Is there a mechanism you have used to manage individual and group behavior towards job performance?

Yes

No

11. If your answer for question 10 is yes specify your answer

12. Which type of decision making have more contribution for accomplishment of organization task?

Group decision making

individual decision making

13. Do you think a good team work have significance for the success of this branch Ethio telecom?

Yes

No

it is depend on type of job

14. There have been disagreements among the workers when the common decisions are made in committee?

Yes No

15. When decision are made in committee which persons has more acceptance?

Manager Manager Personnel all V

16. Are there workers in your organization who have a reduced interest for the job?

Yes No

17. Do you think the personal behavior of certain supervisor could affect on job performance?

Yes No

18. Do you think that habits a person is addicted to (like chowing chat and smocking cigarette) could have an effect on job that her or she perform?

Yes No

19. Does the characteristics of work the work have an influence on workers job performance in Ethio telecom?

Yes No

20. Do you think the satisfaction of workers in his/her job in Ethio telecom?

Yes No

21. What are the degree of dissatisfied person and its influence on job performance?

High medium low