



FINAL
Examination Paper

(COVER PAGE)

Session : AUGUST 2017

Programme : Diploma in Business (DIB)

Course : MGT2103: Organizational Behaviour

Date of Examination : 15 December, 2017 (Friday)

Time : 8:00 am – 10:00 am Reading Time : Nil

Duration : 2 Hours

Special Instructions :

Answer any **FOUR (4)** questions in the answer booklet provided.

Materials permitted : Nil

Materials provided : Nil

Examiner(s) : Ihsan Bin Mahmood, Catherine Muthu, Lim Ghee Hean, Kathleen Elaine, Cedric Choong

Moderator : Claudine Shalini Kenel

This paper consists of 3 printed pages, including the cover page

DIPLOMA IN BUSINESS PROGRAMME (DIB)
MGT2103: ORGANIZATIONAL BEHAVIOUR
FINAL EXAMINATION: AUGUST 2017 SESSION

Instruction: This paper consists of **SIX (6)** questions. Answer any **FOUR (4)** in the answer booklet provided. All questions carry equal marks.

Question 1

- (a) Organizational Behavior is concerned with people thoughts, feelings and emotions in a work setting.

Using examples, explain the **FOUR (4)** goals of Organizational Behavior. (12 marks)

- (b) Using appropriate examples, explain **FOUR (4)** reasons why knowledge of organizational behavior is important for managers. (13 marks)

Question 2

- (a) In any organization, communication is vital as it helps to accomplish goals, solve problems, overcome challenges as well as set up strategies

Explain the **SEVEN (7)** elements of the communication process. (15 marks)

- (b) Using relevant experience, explain any **FOUR (4)** barriers of effective communication. (10 marks)

Question 3

- (a) People base their behaviors on what they perceive and not necessary on what reality is.

Using examples, explain any **FOUR (4)** common perception distortions that can hinder accurate perception. (15 marks)

- (b) Explain any **THREE (3)** ways to avoid perception. (10 marks)

Question 4

- (a) Using appropriate examples, explain the Herzberg 's Two- Factor Theory on motivation. (12 marks)
- (b) Using examples, explain **FOUR (4)** importance of motivation in an organization. (13 marks)

Question 5

- (a) Explain the **THREE (3)** levels of stress and how it affect worker performance. (9 marks)
- (b) Using appropriate examples, explain the **FOUR (4)** approaches how individual can manage stress. (16 marks)

Question 6

Using appropriate examples, explain the **FIVE (5)** conflict resolution style that can be used to solve conflicts. (25 marks)

