

 **INTI** International
University & Colleges

FINAL
Examination Paper

(COVER PAGE)

Session : APRIL 2018

Programme : Diploma in Business (DIB)

Course : MGT2103: Organizational Behaviour

Date of Examination : July 30, 2018 (Monday)

Time : 5:00pm – 7:00pm 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) : Christina Rathy, Claudine Shalini Kenel, Dr Catherine Muthu,
Shakila, Lawrence Shia and Lim Ghee Hean

Moderator : Ihsan Mahmood

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

DIPLOMA IN BUSINESS PROGRAMME (DIB)
MGT2103: ORGANIZATIONAL BEHAVIOUR
FINAL EXAMINATION: APR 2018 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) Decision-making is the essence of management and all managers make decisions. However, different people may make different decision on the same problem. Discuss the **SEVEN (7)** process of decision making with appropriate examples. (15 marks)
- (b) Using appropriate examples and with the aid of diagram, explain the **FIVE (5)** levels of needs in Maslow's Hierarchy of Needs Theory. (10 marks)

(Total: 25 marks)

Question 2

- (a) Describe the concept of Organizational Behaviour. (5 marks)
- (b) Explain with related examples **THREE (3)** types of groups and **TWO (2)** types of teams. (20 marks)

(Total: 25 marks)

Question 3

List and discuss the **THREE (3)** causes of stress and **TWO (2)** consequences of stress (25 marks)

Question 4

- (a) Describe with examples the **functional conflict and dysfunctional conflict** that could exist because of structure. (15 marks)
- (b) Group decision-making has become a common practice as it gives better solution to a problem as group members share ideas and opinion. Explain **FOUR (4)** advantages and **FOUR (4)** disadvantages of group decision-making. (10 marks)
- (Total: 25 marks)**

Question 5

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

Question 6

- (a) Leadership is necessary in building and maintaining a high-involvement, high performance workforce. Explain the **TEN (10)** ways to create effective leaders (10 marks)
- (b) Explain any **FOUR (4)** Hofstede dimensions on culture with appropriate examples. (15 marks)
- (Total: 25 marks)**

~ The End ~
mgt2103(f)/april2018

