

FINAL
Examination Paper

(COVER PAGE)

Session : APRIL 2019

Programme : Diploma in Business (DIB)

Course : **MGT2103: Organizational Behaviour**

Date of Examination : 25 July 2019, (Thursday)

Time : 11:00am – 1:00pm 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) : **Ihsan Mahmood, Dr Racheal Poh, Lawrence Shia and Joel Gurprit**

Moderator : **Christina Rathy**

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

DIPLOMA IN BUSINESS PROGRAMME (DIB)
MGT2103: ORGANIZATIONAL BEHAVIOUR
FINAL EXAMINATION: APRIL 2019 SESSION

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

Question 1

Individual, Group, Organization and Environment are variables that collectively influence behavior in work organizations.

Explain with examples, on **how** each of these variables influence behavior in the organization.

(25 marks)

Question 2

- (a) Managers need to be able to value individual difference and be sensitive to their personality traits and characteristics.

Explain the **FOUR (4)** basic types of personality preference in Myers-Briggs Type Indicator (MBTI) with examples.

(16 marks)

- (b) Explain with examples **THREE (3)** impact of culture towards an organization.

(9 marks)

Question 3

Explain with examples any **FIVE (5)** common perception distortions that can hinder accurate perception.

(25 marks)

Question 4

The relationship between the organization and its members is influenced by what motivates them to work and the rewards and fulfilment they derive from it.

List and explain **TWO (2) organizational factors** for each level of the Maslow's Hierachy of Needs that will motivate employees in organization.

(25 marks)

Question 5

Describe the **FIVE (5)** stages of group development with examples.

(25 marks)

Question 6

Based on Hersey and Blanchard Leadership model, explain with examples the **FOUR (4)** levels of follower readiness and its **FOUR (4)** matching leadership style.

(25 marks)

~ **The End** ~

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