

**FINAL
Examination Paper**

(COVER PAGE)

Session : AUGUST 2018

Programme : Diploma in Business (DIB)

Course : MGT2103: Organizational Behaviour

Date of Examination : 6 December 2018, (Thursday)

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) : Francis De Cruz, Christina Rathy, Ng Huey Miin, Corinna Chong

Moderator : Ihsan Mahmood

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

DIPLOMA IN BUSINESS PROGRAMME (DIB)
MGT2103: ORGANIZATIONAL BEHAVIOUR
FINAL EXAMINATION: AUGUST 2018 SESSION

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

Question 1

- (a) Briefly describe the **four (4)** key principles of scientific management that form the foundation of organisational behaviour. (12 marks)
- (b) Using examples, explain **three (3)** approaches a leader or founder of an organisation can use to create a strong culture. (13 marks)

Question 2

- (a) Managers in organisations tend to create six (6) common perceptual groupings of employees that are inaccurate. What are these **six (6)** groupings illustrating with an example? (12 marks)
- (b) Explain the **three (3)** attribution processes of attribution theory that an employee uses to understand the behaviour of other employees. (13 marks)

Question 3

- (a) Using examples, explain **four (4)** characteristics of groupthink. (16 marks)
- (b) Explain **one (1)** positive change and **two (2)** negative changes that take place within conflicting groups. (9 marks)

Question 4

- (a) Using examples, explain **four (4)** common barriers to effective communication in an organisation. (16 marks)
- (b) Explain cognitive dissonance using a suitable example. (4 marks)

- (c) Explain how an employee can successfully cope with cognitive dissonance using a suitable example. (5 marks)

Question 5

- (a) Using examples, explain **four (4)** basic principles of a mechanistic organisational design model of Fayol. (16 marks)
- (b) Using examples, explain **three (3)** potential advantages of a matrix design. (9 marks)

Question 6

- (a) Using a suitable example, describe the **six (6)** steps of an effective organisation and individual change program evaluation model. (17 marks)
- (b) Using suitable examples, give **three (3)** reasons organisations change. (7 marks)

~ The End ~

mgt2103(final)/august2018/formatted

