

FINAL
Examination Paper

(COVER PAGE)

Session : AUGUST 2019

Programme : Diploma in Business (DIB)

Course : **MGT2103: Organizational Behaviour**

Date of Examination : December 14, 2019 (Saturday)

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**, Joel Guprit Singh, Anthea Jacelyn Melanie
Matanjun and Gun Nee Chin

Moderator : **Christina Rathy**

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

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

Explain with examples, the **FIVE (5)** personality determinants.

(Total: 25 marks)

Question 2

(a) Describe the **SIX (6)** stages of Perception process.

(12 marks)

(b) Describe the Two Factor Theory with examples.

(13 marks)

(Total: 25 marks)

Question 3

(a) Explain any **FOUR (4)** types of self-managing teams with examples.

(16 marks)

(b) Explain any **THREE (3)** types of conflict-resolution behavior .

(9 marks)

(Total: 25 marks)

Question 4

(a) Explain any **FOUR (4)** barriers of communication with examples.

(13 marks)

(b) Briefly explain the **SIX (6)** steps of decision making .

(12 marks)

(Total: 25 marks)

Question 5

Explain the **FIVE (5)** external forces of change and support your answers with examples.

(Total: 25 marks)

Question 6

- (a) Explain the **FOUR (4)** advantages of centralization with examples.. (16 marks)
- (b) Explain the **THREE (3)** disadvantages of centralization . (9 marks)

(Total: 25 marks)

~The End~

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