

FINAL ALTERNATIVE ASSESSMENT

(COVER PAGE)

Session : August 2020

Programme : Diploma in Business (DIB)

Course : **MGT2103: Organizational Behaviour**

Time Start : December 19, 2020 (Saturday) @ 10.00am

Time End : December 20, 2020 (Sunday) @ 10.00am

Duration : 24 Hours

Special Instructions :

Answer ALL questions in A4 FOOLSCAP PAPER.

Materials permitted : Nil

Materials provided : Nil

Examiner(s) : **Claudine Shalani Kenel** and Cheah Wan Theng

Moderator : Ihsan Mahmood

This paper consists of 7 printed pages, including the cover page

DIPLOMA IN BUSINESS PROGRAMME (DIB)

MGT2103: ORGANIZATIONAL BEHAVIOUR
FINAL ALTERNATIVE ASSESSMENT: AUGUST 2020 SESSION

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|---------------------------------------|--|-----------------------------|----------------|
| Semester | AUGUST 2020 | Module Code | MGT2103 |
| Module Title | ORGANIZATIONAL BEHAVIOUR | | |
| Coursework Structure | FINAL Take Home Assignment | Assignment Weighting | 40% |
| Assignment Title | Essay | | |
| Coursework Submission Deadline | Date: December 19, 2020 (Saturday) Time: (24hours) Method: Safe Assign via Blackboard | | |

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| Assessment Criteria |
| Learning Outcomes: Knowledge and Understanding tested in this assignment: |
| <p>CLO1: Explain the concepts, theories, and processes of organisational behaviour in organisation. [C2/PLO1]</p> <p>CLO2: Report the ways in managing individual and group behaviour within an organisation. [A3/PLO5]</p> <p>CLO3: Explain the different types of organizational design, culture and performance of organisations. [C2/PLO1]</p> <p>CLO4: Apply the knowledge on individual and group behaviour in an organisation and how it affects organisational effectiveness. [C3/PLO2]</p> |

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| Instructions for students please read and follow |
| If anyone found to not adhere to this instructions will be penalized |
| <ol style="list-style-type: none"> 1. You have exactly 24 hours to solve the exam. The exam starts now – 10am and ends at 10am the next day. Your answer should be uploaded to the final exam assessment safe assign folder by 10 am the next day 2. ABSOLUTELY NO EXTENSIONS. Late submission will be will be subjected to a marks deduction of 50%. 3. The exam MUST be taken completely alone. Any discussion among classmates or other students in the course or senior course mates who have completed this course is forbidden. 4. You may NOT consult any external resources. This means NO Internet searches. You MAY NOT use Google or any other search engines for any reason. You MAY NOT use any shared Google documents. |

5. Any source taken from books, notes etc HAS TO BE CITED with referencing, DO NOT COPY AND PASTE but write in your own understanding and paraphrase.

6. **PARAPHRASING TOOLS are NOT ALLOWED**, any answers detected using PARAPHRASING TOOL will be automatically awarded 0 marks.

7. Answer Format

- Your answers **MUST BE TYPED using Microsoft Words**. Your answers should be arranged in sequence (starting with Q1a,Q1b, Q2, etc.) and labelled properly.
- Your answer should adopt the format of an academic piece of report work. Write in fluent, formal English.
- You are required to produce your answers within the required word counts as stated at every question.

8. Additional requirement to the overall answer presentation

- a. Student ID Number on each page (Header).
- b. Page number on each page (Footer)
- c. Font type: Arial
- d. Font size: 12
- e. Line spacing: 1.5

9. SafeAssign

- a. You are required and given **ONE (1)** attempt to submit your work to SafeAssign via Blackboard. The similarity should not exceed **25%**.
- b. Should the similarity exceeded 25%, penalty will be imposed as per below measurement:
 - 0%-25% -- no penalty
 - 26%-50% --30% deduction from total grading
 - 51%-80% -- 50% deduction from total grading
- c. **PLEASE TAKE NOTE: Only Microsoft Word Document File Format is ACCEPTED**. Any other FORMAT UPLOADED WILL NOT BE MARKED!

10. Marking is based on **QUALITY** of your answers the more **UNIQUE/CREATIVE/ORIGINAL** your answer is the **BETTER YOU SCORE!**

11. **NO REQUEST** of help or a second chance **will be entertained** IF PLAGIARISM RATE is MORE THAN 25%. Automatically marks WILL BE DEDUCTED.

The title of the assignment: Essay on Organizational Behaviour

The essay tests your insights and in-depth understanding of OB issues as covered in the module.

Instructions: This assignment consists of **4 Case Study (4)** essay questions. Answer **ALL** questions.

Case Study Scenario 1

You are a new lecturer that joined an International College. As a new lecturer you are unsure about the cultural dimensions in this college. Hence before you are able to start teaching and managing students in your class you decided to do some research to identify the different student profiles that you will be teaching.

The reason why you are doing this research is because you are worried, based on your previous experience cultural differences can cause barrier to communication and conflict which will bring a negative outcome between students and lecturer relationship. Therefore, you decided to ensure that you understand your students first before you start teaching them.

Question 1

Explain **FIVE (5)** Hofstede Cultural Dimension. Justify your explanation with valid examples applicable in the case. **Your answer should not be more than 800 words.**

(25 marks)

Case Study Scenarios 2

Scene 1: You are a kindergarten teacher. Today in class you have assigned your students to illustrate their imagination of vehicles in the future. Once the students have completed their illustration you asked each of them to present their work in front of the class. One of your students drew a time travel machine. This caused other students to laugh at that student saying “no time travel machine is possible even in the future”. What should you do as the teacher to handle the situation?

Scene 2: You have a perfect relationship with your parents. They are understanding and are always open to listening to your opinion as their child. However, your parents have one flaw. They tend to be very emotional most of the time and you wish they could be more logical instead when it comes to making decisions. When you talk to your parents about their emotions in relation to you and give them a logical solution misunderstanding tends to occur. What should you do in this situation?

Scene 3: You have 2 best friends Jessica and Sharifah, Jessica is very social and loves going out for parties and gatherings. Recently she had a 21st birthday bash and all of her friends showed up to her party. Everyone had a good time and enjoyed themselves. However, Sharifah is very quiet and loves reading, spending time at home and hanging out with you her only best friend. You are concerned about Sharifah as she does not have other friends besides you. Sharifah’s parents wanted to throw her a 21st birthday party as well, but when it came to deciding the guest list Sharifah couldn’t decide who else to invite apart from you her best friend. What should you do in this situation?

Scene 4: You and your sister have always been sharing a room from young. You always keep your room neat and in order, you love to be organized and you do not like surprises. Your sister however is the opposite she is quite messy, likes to leave things everywhere. She is very creative and has many ideas when planning for outings her favourite is planning spontaneous trips. How can you and your sister still maintain a good relationship?

Question 2

Define Personality and explain which of the **FOUR (4)** Myer’s Brigg Personality Traits were demonstrated in the scenes above. Justify your answers with relevant examples. **Your answer should not be more than 800 words.**

(25 marks)

Case Study Scenario 3

Ms. Ariana walks to class today morning having a great day. She sits down at her lecturers table and takes a sip of her perfectly brewed coffee from Starbucks. Today is her first day of the new semester and she is excited to meet all her students.

As she was about to start her class, one of her student comes to class late. She called the student to ask him why was he late. Instead of having a calm conversation with her, the student started shouting at her instead and accusing her of not being understanding for why he was late.

Ms. Ariana mood takes a sudden shift. She was happy and was having a great day. However, when her student attacked her and she doesn't understand why, she became upset. She was wondering what went wrong, she was concerned about her student that's why she called to ask him what happened. But instead her student snapped at her and got angry with her.

Question 3

Based on the scenario above, explain the **FIVE (5)** Perception distortions that influence Ms. Ariana's response to the students. Justify your answers with relevant examples. **Your answer should not be more than 800 words.**

(25 marks)

Case Study Scenario 4

You are working an advertising agency dealing with large corporations as your client. Last Monday you had a meeting with your client and the meeting went on successfully. You were about to leave the office when the client called you and informed that they would like to change the whole advertising theme from Your Rock to You are an individual unicorn. The client also informed you that you are only given 3 days to make the changes. Seeing this you had no choice but to stay back late at work to figure out how can this be done. Another colleague who was working with another client had the same problem as you, but however he had to take a leave as his mum was going for a major operation the next day. You were forced to take up both projects at the same time and this cause you to be **STRESSED OUT!!!**

Question 4

Explain what is stress and suggest any **FOUR (4)** individual approaches that you can use to manage your stress. Justify your answers with relevant examples and relate it to the case scenario. **Your answer should not be more than 800 words.**

(25 marks)

~The End~

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