

 **INTI** International
University & Colleges

FINAL
Examination Paper

(COVER PAGE)

Session : JANUARY 2018

Programme : Diploma in Business (DIB)

Course : MGT2103: Organizational Behaviour

Date of Examination : 5 March, 2018 (Monday)

Time : 11:00 am – 1:00 pm 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 Bin Mahmood, Lim Ghee Hean, and Christina Rathy

Moderator : Claudine Shalini Kenel

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

DIPLOMA IN BUSINESS PROGRAMME (DIB)
MGT2103: ORGANIZATIONAL BEHAVIOUR
FINAL EXAMINATION: JANUARY 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) Organizational Behavior is concerned with people thoughts, feelings and emotions in a work setting.

Using examples, explain the **FOUR (4)** goals of Organizational Behavior.

(10 marks)

- (b) Explain with examples, any **FOUR (4)** of Hofstede dimensions on culture.

(15 marks)

Question 2

- (a) One of the personality model that may help individuals to understand their personality is the Big 5 Model.

Explain any **FOUR (4)** personality dimensions used in the model.

(10 marks)

- (b) People base their behaviors on what they perceive and not necessary on what reality is.

Using appropriate examples, explain any **FOUR (4)** common perception distortions that can hinder accurate perception.

(15 marks)

Question 3

Using appropriate examples, explain the **FIVE (5)** levels of needs in Maslow's Hierachy of Needs Theory .

(25 marks)

Question 4

Using appropriate examples, describe the **FIVE (5)** stages of group development.

(25 marks)

Question 5

Using appropriate examples, explain the **FIVE (5)** conflict resolution style that can be used to solve conflicts.

(25 marks)

Question 6

Illustrate and explain with examples the **FIVE (5)** management style of Managerial Grid Leadership model.

(25 marks)

~The End~

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