

**FINAL ALTERNATIVE ASSESSMENT**

Examination Paper

(COVER PAGE)

Session : April 2021

Programme : Diploma in Business (DIB  
Diploma in E-Commerce (DEC)

Course : MGT2106: Organizational Behaviour

Date of Examination : July 28, 2021 (Wednesday)

Time : 4.00pm – 6.30pm Reading Time : Nil

Duration : 2 Hours 30 Minutes

**Note: 30 minutes is added into the duration of the examination to factor in any connectivity matters and for you to scan and upload your scripts.**

**Special Instructions :**

This paper consists of **FOUR (4)** essay questions. Answer **ALL** questions.

Materials permitted : NIL

Materials provided : NIL

Examiner(s) : Selva Vishnu Chelliah and Ng Huey Miin

Moderator : Christina Rathy Anthony Samy

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

INTI INTERNATIONAL UNIVERSITY & COLLEGES

DIPLOMA IN BUSINESS (DIB)  
DIPLOMA IN E-COMMERCE (DEC)  
MGT2106: ORGANIZATIONAL BEHAVIOUR  
FINAL ALTERNATIVE ASSESSMENT: APRIL 2021 SESSION

**Instruction:**

This paper consists of **FOUR (4)** essay questions. Answer **ALL** questions.

Additional Instructions:

- All answers should be **HAND WRITTEN** in **BLACK INK**.
- Student ID should be written at the top of **EACH** answer sheet.
- All answer sheets must be **SCANNED** and submitted in proper order/sequence via BlackBoard.
- Multiple submission is allowed **WITHIN** the stipulated time given.
- Late submission will strictly **NOT** be accepted.
- Scanned file/ document must be re-named with the course code and student ID. For example, Course Code\_J12345678.

**Question 1**

(a) Using examples from organization that you have studied, explain **TWO (2)** methods of communication that exist between management and workforce. (10 marks)

(b) Explain **THREE (3)** causes of poor communication between management and workforce. (15 marks)

**(Total: 25 marks)**

**Question 2**

Explain **THREE (3)** motivational theories that could be used by managers of a business to motivate employees in an organization.

(25 marks)

**(Total: 25 marks)**

**Question 3**

You have recently been appointed as General Manager of R.S. Holdings Ltd. In recent months, the firm has experienced considerable inefficiencies resulting from inter-departmental conflict.

(a) Explain **THREE (3)** possible causes of such conflict?  
(15 marks)

(b) Analyze **TWO (2)** ways how might the situation be improved?  
(10 marks)

**(Total: 25 marks)**

**Question 4**

Explain **FIVE (5)** qualities of a good leader and support your answers with relevant examples.  
(25 marks)

**(Total: 25 marks)**

**~THE END~**

*MGT2106 (F)/ April 2021 Session/ formatted*