

FINAL
Examination Paper

(COVER PAGE)

Session : January 2020

Programme : Diploma in Business (DIB)

Course : **MGT2103: Organizational Behaviour**

Date of Examination : March 19, 2020 (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) : **Ihsan Mahmood**, Mohd. Fariz, and Gun Nee Chin

Moderator : **Christina Rathy**

This paper consists of 2 printed pages, including the cover page

DIPLOMA IN BUSINESS PROGRAMME (DIB)
MGT2103: ORGANIZATIONAL BEHAVIOUR
FINAL EXAMINATION: JANUARY 2020 SESSION

Instruction: Answer all **FOUR (4)** questions in the answer booklet provided. All questions carry equal marks.

Question 1

- (a) Explain the **TWO (2)** Factor Theory on Motivation by Frederick Herzberg with examples. (9 marks)
- (b) Explain any **FOUR (4)** organizational factors that lead to stress within an organization. (16 marks)

Question 2

Explain the **FIVE (5)** stages of group development by Tuckman with examples. (25 marks)

Question 3

- (a) Explain the **FIVE (5)** management style of Managerial Grid Leadership model with the aid of a diagram. (20 marks)
- (b) Briefly explain the **FIVE (5)** factors that influence decisions in Organizations. (5 marks)

Question 4

Explain the **FIVE (5)** external forces or pressures for change in an organization with examples. (25 marks)

≈ The End ≈

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