



BERJAYA BUSINESS SCHOOL

FINAL EXAMINATION

Student ID (in Figures) :

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Student ID (in Words) : _____

Course Code & Name : **MGT1024 Managing People and Organisations**
 Trimester & Year : January 2018 – April 2018
 Lecturer/Examiner : Mr. Goh Poh Kim
 Duration : 2 Hours

INSTRUCTIONS TO CANDIDATES

1. This question paper consists of TWO (2) parts:

PART A (30 marks) : THIRTY (30) multiple choice questions. Answers are to be written in the Multiple Choice Answer Sheet provided.

PART B (70 marks) : THREE (3) short answers. Answers are to be written in the Answer Booklet provided.

2. Candidates are not allowed to bring any unauthorized materials except writing equipment into the Examination Hall. Electronic dictionaries are strictly prohibited.

3. This question paper must be submitted along with all used and/or unused rough papers and/or graph paper (if any). Candidates are NOT allowed to take any examination materials out of the examination hall.

4. Only ballpoint pens are allowed to be used in answering the questions, with the exception of multiple choice questions, where 2B pencils are to be used.

WARNING: The University Examination Board (UEB) of BERJAYA University College regards cheating as a most serious offence and will not hesitate to mete out the appropriate punitive actions according to the severity of the offence committed, and in accordance with the clauses stipulated in the Students' Handbook, up to and including expulsion from BERJAYA University College.

Total Number of pages = 7 (Including the cover page)

PART A : MULTIPLE CHOICE QUESTIONS (30 MARKS)

INSTRUCTION(S) : Answers **ALL** 30 questions in the Multiple Choice Answer Sheet provided.

END OF PART A

PART B : SHORT ANSWER QUESTIONS (70 MARKS)

INSTRUCTION(S) : **THREE (3)** short answer questions. Answer **ALL** questions in the Answer Booklet(s) provided.

1. Decision making is not an easy task and manager can be biased and made errors. Discuss any **FIVE (5)** decision making biases.

(20 marks)

2. What is meant by departmentalization? List and discuss the **FIVE (5)** common forms of departmentalization with example.

(25 marks)

3. Maslow's hierarchical of needs is a motivational theory in psychology comprising a five-tier model of human needs.

a) Describe the five needs.

(15 marks)

b) Discuss how these needs are interrelated according to the theory.

(5 marks)

c) How can managers use this theory to motivate employees

(5 marks)

Total marks: (25 marks)

END OF EXAM PAPER