



**BERJAYA BUSINESS SCHOOL**

**FINAL EXAMINATION**

Student ID (in Figures) : 

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Student ID (in Words) : \_\_\_\_\_  
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Course Code & Name : **MGT1123 Introduction to Organisational Behaviour**  
Trimester & Year : January – April 2019  
Lecturer/Examiner : Ng Boon Aun  
Duration : 2 Hours

**INSTRUCTIONS TO CANDIDATES**

1. This question paper consists of 2 parts:  
PART A (25 marks) : Answer all TWENTY-FIVE (25) multiple choice questions. Answers are to be shaded in the Multiple Choice Answer Sheet provided.  
PART B (75 marks) : Answer all FIVE (5) essay questions. 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 = 8 (Including the cover page)**

**PART B : ESSAY QUESTIONS (75 MARKS)**

**INSTRUCTION(S)** : Answer all **FIVE (5)** questions. Write your answers in the Answer Booklet(s) provided.

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1. Suggest **THREE (3)** methods organisations can use to transmit their organisation's culture. Provide relevant examples to support your answer.

(15 marks)

2. Discuss **THREE (3)** shortcuts individuals use to judge others. Provide relevant examples to support your answer.

(15 marks)

3. Discuss **FIVE (5)** tactics change agents can use to overcome resistance to change.

(15 marks)

4. Describe the **FIVE (5)** levels of needs listed under Abraham Maslow's Hierarchy of Needs.

(15 marks)

5. Examine **THREE (3)** formal power individuals may have in an organisation. Provide relevant examples to support your answer.

(15 marks)

**END OF EXAM PAPER**