



## BERJAYA BUSINESS SCHOOL

### FINAL EXAMINATION

Student ID (in Figures) :

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Student ID (in Words) :

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Subject Code & Name : **DBM 1304 INTRODUCTION TO ORGANIZATIONAL BEHAVIOR**  
 Semester & Year : MAY - AUGUST 2017  
 Lecturer/Examiner : Lee Yee Wan  
 Duration : 2 Hours

#### INSTRUCTIONS TO CANDIDATES

- This question paper consists of 2 parts:
  - PART A (25 marks) : Answer TWENTY FIVE (25) multiple choice questions. Answers are to be shaded in the Multiple Choice Answer Sheet provided.
  - PART B (75 marks) : Answer FIVE (5) essay questions. Answers are to be written in the Answer Booklet provided.
- Candidates are not allowed to bring any unauthorized materials except writing equipment into the Examination Hall. Electronic dictionaries are strictly prohibited.
- 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.
- 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 of Hospitality 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 of Hospitality.

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

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

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

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1. Draw a diagram of the communication process. Contrast the differences among downward, upward and lateral communication and provide examples for each. (15 marks)
2. Discuss the forces that act as sources of resistance to organizational change. (15 marks)
3. Identify and elaborate **Three (3)** alternative work arrangements and discuss how these **Three (3)** alternative work arrangement might motivate employees. (15 marks)
4. Identify and elaborate the **Five (5)** stages of group development. Define group cohesiveness and discuss the benefits and limitations of a cohesive groups. (15 marks)
5. Compare and contrast charismatic and transformational leadership. (15 marks)

**(Total: 75 marks)**

**END OF EXAM PAPER**