



Private & Confidential

BERJAYA BUSINESS SCHOOL

FINAL EXAMINATION

Student ID (in Figures) :

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Student ID (in Words) : _____

Subject Code & Name : **BBM 1305 Organizational Behavior**
Semester & Year : January- April 2016
Lecturer/Examiner : Marina Mohd Nor
Duration : 3 Hours

INSTRUCTIONS TO CANDIDATES

1. This question paper consists of 2 parts:
PART A (25 marks) : FIVE (5) short answer questions. Answer all questions. Answers are to be written in the Answer Booklet provided.
PART B (75 marks) : THREE (3) essay questions. Answer all 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 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 = 3 (Including the cover page)

PART A : SHORT ANSWER QUESTIONS (25 MARKS)

INSTRUCTION(S) : FIVE (5) short answer questions. Answer ALL questions. Answers are to be written in the Answer Booklet provided.

1. Discuss **TWO (2)** organizational approaches toward managing stress.
(5 marks)
2. Compare and contrast an ethical organizational culture and a positive organizational culture.
(5 marks)
3. Identify and explain the **TWO (2)** dimensions of leadership described in the Ohio State Studies.
(5 marks)
4. Discuss special challenge that virtual teams may face and describe how management can ensure they are well contributing to positive behavioral.
(5 marks)
5. Elaborate with example **TWO (2)** distinct views of human being by Douglas McGregor?
(5 marks)

END OF PART A

PART B : ESSAY QUESTIONS (75 MARKS)

INSTRUCTION(S) : THREE (3) essay questions. Answer ALL questions. Answers are to be written in the Answer Booklet provided.

1. “No company today is in particularly stable environment. Even those with dominant market share must change, sometimes radically. While Microsoft has struggled with it’s controversial operating system, Vista, it has also being trying to outflank rivals such Google and smaller companies offering free-web based software. How well Microsoft performs is a function weather they are managing short or long term change. Thus, Change or Die!”

Examine **FIVE (5)** forces that make necessary for organization to change. Include necessary example to explain the forces base on your own choice of company.

(25 marks)

2. The organizational culture most likely to shape high ethical standards among its members. If the culture is strong and support high ethical standard, it should have a very powerful and positive influence on employee behavior. Management can create more ethical culture by adhering to few principles. Propose what management can do to create a more ethical culture which giving an effect on the ethical behavior of employees. Provide **FIVE (5)** suggestions.

(25 marks)

3. Psychologist Frederick Herzberg proposed the two –factor theory, also called motivation - hygiene theory. Believing an individual’s relationship to work is a basic and that attitude toward work can very well determine success or failure of the organization. Compare and contrast how the benefits of intrinsic rewards and extrinsic reward as forms of motivation base on Herzberg’s two factor theory. Includes **THREE (3)** benefit of intrinsic rewards and **TWO (2)** benefits of extrinsic rewards in your answer with related examples.

(25 marks)

END OF EXAM PAPER