



BERJAYA BUSINESS SCHOOL

FINAL EXAMINATION

Student ID (in Figures) :

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Student ID (in Words) : _____

Subject Code & Name : **DBM 1304 Introduction To Organizational Behaviour**
 Semester & Year : January- April 2016
 Lecturer/Examiner : Marina Mohd Nor
 Duration : 2 Hours

INSTRUCTIONS TO CANDIDATES

1. This question paper consists of 2 parts:
 - PART A (25 marks) : FIVE (5) short answer questions. Answers all questions. Answers are to be written in the Answer Booklet provided.
 - PART B (75 marks) : THREE (3) long 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. Compare and contrast between 'Dominant Culture' and 'Sub-Culture'.
(5 marks)

2. Describe in detail **TWO (2)** tactics can be utilize to minimized or overcoming resistance to change.
(5 marks)

3. Propose **TWO (2)** recommendations on how organizations could find or create effective leaders.
(5 marks)

4. One of the three key components of effective teams is 'Context' of organizations. Discuss what should management do in creating effective team within the 'Context' of organizations?
(5 marks)

5. Determine **FIVE (5)** Maslow's hierarchy of needs and explain how they become dominant towards organizational behavior.
(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. Propose **FIVE (5)** organizational approaches toward managing stress. (25 marks)

2. Examine **FIVE (5)** steps to be considered by management towards creating more ethical culture within an organization. (25 marks)

3. Contrast the **FIVE (5)** types of team that exist in organization which may influence the organizational behavior. Include scenario and examples of each team. (25 marks)

END OF EXAM PAPER