BERJAYA UNIVERSITY COLLEGE

BERJAYA BUSINESS SCHOOL

FINAL EXAMINATION

Student ID (in Figures)   :

Student ID (in Words)   :

Course Code & Name   :   **MGT1523 Organisational Behaviour**
Trimester & Year   :   January – April 2019
Lecturer/Examiner   :   Ng Boon Aun
Duration   :   3 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) short answer 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 : **SHORT ANSWER QUESTIONS (75 MARKS)**

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

1. Illustrate **THREE (3)** methods organisations can use to transmit their organisation's culture using examples from one organisation of your choice.

    (15 marks)

2. Demonstrate any **THREE (3)** decision making bias commonly found in an organisations. Provide relevant examples to support your answers.

    (15 marks)

3. Discuss the **FIVE (5)** factors to consider when staffing a team in an organisation.

    (15 marks)

4. Examine **THREE (3)** tactics change agents can use to overcome resistance to change. Provide relevant examples using a business organisation of your choice.

    (15 marks)

5. The job characteristics model which describes any job in terms of five core job dimensions, is a good model to be used when designing a motivating job.
    Discuss the **FIVE (5)** core job dimensions found in the job characteristics model.

    (15 marks)

END OF EXAM PAPER