



**FACULTY OF BUSINESS**

**FINAL EXAMINATION**

Student ID (in Figures) : 

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Student ID (in Words) : \_\_\_\_\_  
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Course Code & Name : **MGT1523 Organisational Behaviour**  
Semester & Year : May – August 2021  
Lecturer/Examiner : Joseph Choe Kin Hwa  
Duration : 3 Hours

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**INSTRUCTIONS TO CANDIDATES**

1. This question paper consists of 2 parts:  
PART A (25 marks) : TWENTY FIVE (25) multiple choice questions. Shade your answers in the Multiple Choice Answer sheet in the Answer Booklet provided. You are advised to use a 2B pencil.  
PART B (75 marks) : FIVE (5) Essay questions. Answer ALL of the 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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**Question 1**

You have just started a new job in a large organisation. During your first week you overhear one manager complaining to another: "The trouble with this business is that it's impossible to get decisions made quickly. That's the problem with having such an outdated organisational culture."

Explain how organisational culture can impact on managerial decision-making.

(15 marks)

**Question 2**

"An integrated approach to reward management will develop an appropriate mix of financial and non-financial rewards designed to increase extrinsic and intrinsic motivation."

Discuss the reward management strategies you would implement for a consumer electronics company which employs highly-skilled employees.

(15 marks)

**Question 3**

As a Business Advisor, you are to make a presentation to a group of prospective clients on the topic, "Effective leadership traits". Prepare structured notes on the **FIVE (5)** main traits you would make in this presentation.

(15 marks)

**Question 4**

Crystal, a project leader just got out of a project meeting. She is extremely frustrated because nothing got done and now she has to deal with a challenging group. During the meeting, the group members severely criticised each other's idea. The entire meeting turned into a conflict management session for Crystal.

Based on the five-stages model of group development, explain to Crystal how to manage the group members.

(15 marks)

**Question 5**

“The effective management of change must be based on a clear understanding of human behaviour at work.”

Discuss this statement in relation to the processes for the introduction of change in organisation.

(15 marks)

**END OF QUESTION PAPER**