



FACULTY OF BUSINESS

FINAL EXAMINATION

Student ID (in Figures) :

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Student ID (in Words) : _____

Course Code & Name : **MGT1123 Introduction to Organisational Behaviour**
Semester & Year : May – August 2024
Lecturer/Examiner : Joseph Choe Kin Hwa
Duration : 2 Hours

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 = 6 (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.

Question 1

- a) Define organizational behaviour. (2 marks)
 - b) List **THREE (3)** ways culture can be transmitted to employees. (3 marks)
 - c) Explain **FIVE (5)** basic functions of organizational culture. (10 marks)
- [Total: 15 marks]

Question 2

- a) Explain the **THREE (3)** components of attitudes: affective, behavioral, and cognitive. (6 marks)
 - b) Provide examples for each components of how attitudes can influence workplace behavior and interactions among employees. (9 marks)
- [Total: 15 marks]

Question 3

Examine the **FIVE (5)** levels of needs identified in the Maslow's Hierarchy of Needs theory of motivation and how they relate to employee motivation and satisfaction. (15 marks)

Question 4

Illustrate how teams progress through the **FIVE (5)** stages of group development in the workplace and strategies for facilitating effective teamwork at each stage. (15 marks)

Question 5

- a) Explain the role of feedback in communication and its importance for organizational success. (3 marks)
 - b) Examine the different methods of communication commonly used in organizations, such as verbal, nonverbal, written, and electronic communication. (12 marks)
- [Total: 15 marks]

END OF QUESTION PAPER