



FACULTY OF BUSINESS

FINAL EXAMINATION

Student ID (in Figures) :

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Student ID (in Words) : _____

Course Code & Name : **MGT1523 Organisational Behaviour**
Semester & Year : May – August 2024
Lecturer/Examiner : Joseph Choe Kin Hwa
Duration : 3 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 = 7 (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

Imagine you are a newly appointed team leader in a rapidly growing technology company. Your team consists of diverse individuals with varying backgrounds, skills, and personalities. During your orientation session, the CEO emphasizes the importance of understanding organizational behavior to effectively lead your team and contribute to the company's success.

As part of your role, you are tasked with explaining the importance of organizational behavior in the workplace to your team members. Drawing from your understanding of organizational behavior, explain **FIVE (5)** key reasons why understanding organizational behavior is crucial for achieving success in a dynamic work environment like yours.

(15 marks)

Question 2

Personality traits are often considered as key determinants of individual behavior in organizational settings. Discuss the Big Five personality traits (openness, conscientiousness, extraversion, agreeableness, and neuroticism) and their implications for workplace behavior and performance.

(15 marks)

Question 3

Using real-world examples, illustrate how the **FIVE (5)** steps of rational decision making are applied in organizational decision-making processes.

(15 marks)

Question 4

There are different methods of communication commonly used in organizations, such as verbal, written, and electronic communication. Examine the advantages and disadvantages of each communication method and provide examples of when each method is most appropriate.

(15 marks)

Question 5

As a manager at a manufacturing company that is implementing a new automated production system to increase efficiency and reduce costs, you encounter significant resistance from the employees who are accustomed to the old manual processes.

Analyze **FIVE (5)** reasons why employees may resist the implementation of the new production system.

(15 marks)

END OF QUESTION PAPER