

BERJAYA BUSINESS SCHOOL

FINAL EXAMINATION

Student ID (in Figures) :

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Student ID (in Words) : _____

Subject Code & Name : **DBM1304 INTRODUCTION TO ORGANISATION BEHAVIOUR**
Semester & Year : MAY – AUGUST 2016
Lecturer/Examiner : JAMES LIOW
Duration : 2 Hours

INSTRUCTIONS TO CANDIDATES

1. This question paper consists of 2 parts:
PART A (25 marks) : Answer all TWENTY FIVE (25) multiple choice questions and shade your answers in the provided space with 2B pencil.
PART B (75 marks) : Answer FIVE (5) out of SIX (6) 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 and calculator 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 = 6 (Including the cover page)

PART B : SHORT ANSWER QUESTIONS (75 MARKS)

INSTRUCTION (S) : There are SIX (6) questions in this section, answer only FIVE (5) questions.
Write your answers in the Answer Booklet(s) provided.

QUESTION 1

The effective management of workplace conflict requires an understanding of the nature and sources of conflict in the workplace. Briefly describe **SIX (6)** sources of conflict.

(15 marks)

QUESTION 2

The 4-Drive Theory of Employee Motivation states that there are four main drives that motivate employees. Briefly describe the **FOUR (4)** Four-Drive Theory of motivation.

(15 marks)

QUESTION 3

a) Explain **FIVE (5)** key barriers to effective communication.

(12 marks)

b) List any **THREE (3)** strategies for managing barriers.

(3 marks)

[Total 15 marks]

QUESTION 4

Perceptual errors are present all around us. What we think, see, or believe about an issues or person is not always correct. Briefly describes **FOUR (4)** main types of perceptual errors and provide an example each of the perceptual errors.

(15 marks)

QUESTION 5

Many contemporary personality psychologists believe that there are five basic dimensions of personality. Briefly describe **FIVE (5)** key traits in the Big Five personality model.

(15 marks)

QUESTION 6

Discuss the difference between a work group and a work team and provide an example of each.

(15 marks)

END OF QUESTION PAPER