



**BERJAYA BUSINESS SCHOOL**

**FINAL EXAMINATION**

Student ID (in Figures) : 

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Student ID (in Words) : \_\_\_\_\_  
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Course Code & Name : **MGT1123 Introduction to Organisational Behaviour**  
Trimester & Year : May – August 2018  
Lecturer/Examiner : Ng Boon Aun  
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. Answers are to be shaded in the Multiple Choice Answer Sheet provided.  
PART B (75 marks) : Answer all FIVE (5) essay 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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1. Identify and discuss **FIVE (5)** primary characteristics of an organisation's culture.  
(15 marks)
  
2. Describe the **FIVE (5)** value dimensions of national culture as identified by the Hofstede's framework for assessing cultures.  
(15 marks)
  
3. Demonstrate any **THREE (3)** decision making bias commonly found in an organisations. Provide relevant examples to support your answers.  
(15 marks)
  
4. Describe the **THREE (3)** acquired needs listed in the McClelland's Three-Needs Theory. Provide relevant examples to illustrate how managers can motivate their employees using each of the needs.  
(15 marks)
  
5. Describe any **FIVE (5)** barriers to effective communication found in an organisation.  
(15 marks)

**END OF EXAM PAPER**