



## 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 2019  
 Lecturer/Examiner : Chris Ong  
 Duration : 2 Hours

#### **INSTRUCTIONS TO CANDIDATES**

1. This question paper consists of 2 parts:  
     **PART A (25 marks) : TWENTY FIVE (25) multiple choice questions. Answers are to be written in the Multiple Choice Answer Sheet provided.**  
     **PART B (75 marks) : FIVE (5) short questions. Answers are to be written in the Answer Booklet provided.**
2. Candidates are not allowed to bring any unauthorised 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 A : MULTIPLE CHOICE QUESTIONS (25 MARKS)**  
**INSTRUCTION (S)** : TWENTY FIVE (25) multiple choice questions. Answers are to be written in the Multiple Choice Answer Sheet provided.

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**PART A : MULTIPLE CHOICE (25 MARKS)**

**END OF PART A**

**PART B : SHORT ANSWER QUESTIONS (75 MARKS)**  
**INSTRUCTION (S)** : Answers all FIVE (5) questions.  
Write your answers in the Answer Booklet (s) provided.

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1. Define electronic communication. Discuss any **THREE (3)** methods of electronic communication.  
(15 marks)
2. Define the following terms with an appropriate example each:
  - a. Job Specialisation
  - b. Job Rotation
  - c. Job Enlargement  
(15 marks)
3. Power is the capacity of a person, team, or organization to influence others. With examples, discuss any **THREE (3)** sources of power.  
(15 marks)
4. Trust plays an important role in the manager's relationships with his or her employees. Given the importance of trust in setting a good ethical example for employees, you are required to describe the **FIVE (5)** steps in practicing and provide relevant examples for your answers.  
(15 marks)
5. Both prejudice and stereotyping can lead to treating others who are members of a particular group unequally is known as discrimination. Discrimination is when someone acts out their prejudicial attitudes toward people who are the targets of their prejudice. Explain **FIVE (5)** types of discrimination in your organization. Support your answers with **FIVE (5)** relevant examples.  
(15 marks)

**END OF PART B**