

BERJAYA BUSINESS SCHOOL

FINAL EXAMINATION

Student ID (in Figures) :

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Student ID (in Words) : _____

Subject Code & Name : **DBM 1304 INTRODUCTION TO ORGANISATIONAL BEHAVIOUR**
 Trimester & Year : September - December 2016
 Lecturer/Examiner : Ms. Faridah Hanum Amran
 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 Answer Booklet provided.
 PART B (75 marks) : FIVE (5) short answer type questions. Answer ALL questions in the Answer Booklet(s) 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 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 = 3 (Including the cover page)

PART B : SHORT ANSWER QUESTIONS (75 MARKS)

INSTRUCTION(S) : **FIVE (5)** short answer type questions. Answer **ALL** questions in the Answer Booklet(s) provided.

Question 1

- a. Discuss any **FOUR (4)** challenges for organisational behaviour. (10 Marks)
- b. Lists any **FIVE (5)** ways of learning organisational behaviour through initial experience. (5 Marks)

[Total: 15 marks]

Question 2

- a. Distinguish between dominant cultures and subcultures. (5 Marks)
- b. Briefly discussed any **FOUR (4)** ways employees can learn culture. (10 Marks)

[Total: 15 marks]

Question 3

- a. Distinguish between personality and values. (10 Marks)
- b. List any **FOUR (4)** importance of values. (5 Mark)

[Total: 15 marks]

Question 4

- a. Briefly discuss the meaning of perception. (5 Marks)
- b. Explain self-serving bias. (5 Marks)
- c. Provide **ONE (1)** pro and con of having justice in decision making. (5 Marks)

[Total: 15 marks]

Question 5

- a. Discuss **ONE (1)** financial method and **ONE (1)** non-financial method available to motivate employees. (5 Marks)
- b. List any **FIVE (5)** advantages for well-motivated workforce. (5 Marks)
- c. Briefly discuss the autocratic management styles. (5 Marks)

[Total: 15 marks]

END OF QUESTION PAPER