

**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 : September - December 2020

Lecturer/Examiner : Ng Boon Aun

Duration : 3 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) 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 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 : SHORT ANSWER QUESTIONS (75 MARKS)

INSTRUCTION(S) : Answer all **FIVE (5)** questions. Write your answers in the Answer Booklet(s) provided.

1. Socialisation is the process of helping new employees adapt to the organisation's culture. Explain the **THREE (3)** stages of socialisation with relevant examples.

(15 marks)

2. When designing a motivating job, many managers tend to reference the job characteristics model, which describes any job in terms of five core job dimensions. Discuss the **FIVE (5)**-core job dimensions found in the job characteristics model.

(15 marks)

3. Illustrate **FIVE (5)** tactics change agents can use to overcome resistance to change.

(15 marks)

4. Describe **FIVE (5)** influence or power tactics individuals may use in an organisation.

(15 marks)

5. Provide relevant examples to illustrate how managers can be motivated by the organization using each of the needs in McClelland's Three-Needs Theory.

(15 marks)

END OF EXAM PAPER