



**FACULTY OF BUSINESS**

**FINAL EXAMINATION**

Student ID (in Figures) : 

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Student ID (in Words) : \_\_\_\_\_  
\_\_\_\_\_

Course Code & Name : **MGT1123 Introduction to Organisational Behaviour**  
Semester & Year : September – December 2022  
Lecturer/Examiner : Joseph Choe Kin Hwa  
Duration : 2 Hours

---

**INSTRUCTIONS TO CANDIDATES**

1. This question paper consists of 2 parts:  
PART A (25 marks) : TWENTY FIVE (25) multiple choice questions. Shade your answers in the Multiple Choice Answer sheet in the Answer Booklet provided. You are advised to use a 2B pencil.  
PART B (75 marks) : FIVE (5) Essay questions. Answer ALL of the 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 : ESSAY QUESTIONS (75 MARKS)**

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

---

**Question 1**

Explain **FIVE (5)** ways how organisational culture can influence managerial decision-making. (15 marks)

**Question 2**

Abraham Maslow's hierarchy of needs is the most well-known theory of motivation. Examine the **FIVE (5)** levels of needs when motivating the employees. (15 marks)

**Question 3**

Successful leaders are the power and intellect behind their organisations. They must know when to seize opportunities and how to rally employees to work hard toward their company's goals. Describe the **FIVE (5)** traits of an effective leader. (15 marks)

**Question 4**

Nora, a project leader just got out of a project meeting. She is extremely frustrated because nothing got done and now she has to deal with a challenging group. During the meeting, the group members severely criticised each other's idea. The entire meeting turned into a conflict management session for Nora.

Using the five-stage model of group development, illustrate to Nora how to manage the group members. (15 marks)

**Question 5**

Common biases and judgment errors are often the culprit of inaccurate decision making in organisations. Explain **FIVE (5)** common biases and errors in decision making. (15 marks)

**END OF QUESTION PAPER**