FACULTY OF BUSINESS

FINAL EXAMINATION

Student ID (in Figures)   :

Student ID (in Words)   :

Course Code & Name	: **MGT1523 Organisational Behaviour**
Semester & Year	: September – December 2022
Lecturer/Examiner	: Joseph Choe Kin Hwa
Duration	: 3 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

Describe the **THREE (3)** possible causes of employee dissatisfaction and suggest how management might improve the situation for each of the cause.

(15 marks)

Question 2

Business leaders are well aware that decision making is immensely difficult to get right. They engage in bounded rationality, but they also allow systematic biases and errors to creep into their judgments. Examine **FIVE (5)** common biases in decision-making.

(15 marks)

Question 3

Managers must overcome a number of barriers if they are to be effective. Identify **FIVE (5)** barriers to communication and recommend how they might best be overcome.

(15 marks)

Question 4

Susan, 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 Crystal. Based on the **FIVE (5)** stages model of group development, illustrate to Susan how to manage the group members.

(15 marks)

Question 5

Your organisation is preparing to make some significant changes that will affect the type of work that employees are expected to do, the skills that they will need and the managers to whom they will report. Prepare a report to advice your senior management on **FIVE (5)** major barriers to change and how to manage each of the barriers.

(15 marks)

END OF QUESTION PAPER