



FACULTY OF BUSINESS

FINAL EXAMINATION

Student ID (in Figures) :

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Student ID (in Words) : _____

Course Code & Name : **MGT1123 Introduction to Organisational Behaviour**
Semester & Year : September – December 2023
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 = 6 (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

Organisational behavior is the study of how people behave in an organisation. It looks at the individual, group, and organizational levels to explore how people work together in different contexts. Explain **FIVE (5)** importance of organisational behavior in a workplace.

(15 marks)

Question 2

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

(15 marks)

Question 3

Describe **THREE (3)** possible sources or causes of employee dissatisfaction and in each case suggest how management might improve the situation.

(15 marks)

Question 4

A group is a collection of two or more people who interact with each other, who have a shared goal and can be regarded as a collective unit. Outline the **FIVE (5)** major factors affecting group behaviour.

(15 marks)

Question 5

There are positive and negative outcomes to organisational conflict. Explain **FIVE (5)** positive outcomes of conflict within a workgroup in an organisation.

(15 marks)

END OF QUESTION PAPER