



FINAL EXAMINATION

Semester	:	MAY 2024 SEMESTER
Programme Name	:	DIPLOMA IN BUSINESS STUDIES DIPLOMA IN E-BUSINESS TECHNOLOGY
Course Code & Name	:	DBBM3023 DEB1323 ORGANISATIONAL BEHAVIOUR
Duration	:	3 HOURS

INSTRUCTIONS TO CANDIDATES:

1. Please read the instructions given in the question paper **CAREFULLY**.
2. The question paper consists of **FOUR (4)** questions.
3. Answer **ALL** questions in the question paper.
4. Answers to the questions are to be written into the examination booklet.
5. Electronic dictionaries, lecture notes, files or any unauthorised materials except writing equipment are strictly prohibited.

This question paper must be submitted along with all used and/or unused rough papers and/ or graph papers (if any). Candidates are **NOT ALLOWED** to take any examination paper(s) used or unused out of the examination hall.

WARNING:

The Examination Board of Peninsula College Georgetown regards cheating as a very 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 Peninsula College Georgetown.

(This booklet contains 2 printed pages including this page)

DO NOT OPEN THIS BOOKLET UNTIL YOU ARE ALLOWED TO DO SO

Answer **ALL** questions on the separate sheet provided.

[100 marks]

1. a) Describe **TEN (10)** Mintzberg's managerial roles. (20 marks)

b) Discuss the differences between intellectual abilities and physical abilities with an example. (5 marks)
Total: [25 marks]

2. Describe the following attitudes:

a) Job satisfaction (5 marks)
b) Job involvement (5 marks)
c) Organisational commitment (5 marks)
d) Perceived organisational support (5 marks)
e) Employee engagement (5 marks)
Total: [25 marks]

3. a) Define personality job-fit theory. (1 mark)

b) Describe the characteristics of the **SIX (6)** types of personalities with an occupational example based on John Holland's typology of personality. (24 marks)
Total: [25 marks]

4. a) Illustrate the diagram of the Thomas-Kilman conflict model. (7 marks)

b) Based on your diagram illustrated in (a), describe the **FIVE (5)** conflict-handling intentions. (10 marks)

c) List **FOUR (4)** categories of deviant workplace behaviour. (4 marks)

d) Define deviant workplace behaviour with at least **FOUR (4)** examples. (4 marks)
Total: [25 marks]

- END OF QUESTIONS -