



FINAL SEMESTER EXAMINATION

Programme	:	DIPLOMA IN E-BUSINESS TECHNOLOGY/ DIPLOMA IN BUSINESS STUDIES
Course	:	ORGANIZATION BEHAVIOR
Course Code	:	DBBM3023/DEB1323
Duration	:	3 HOURS

INSTRUCTIONS TO CANDIDATES:

1. Please read the instructions given in the question paper **CAREFULLY**.
2. This 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 the accordance with the clauses stipulated in the Students' Handbook, up to and including expulsion from Peninsula College Georgetown.

(This booklet contains 3 printed pages including this page)

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

For examiner's use only

QUESTION NO.	MARKS
1	/ 25
2	/ 25
3	/ 25
4	/ 25
Total	/ 100

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

[100 marks]

1. a) Create a diagram to explain the decision-making process with a suitable example.
(12 marks)
- b) Analyze **FOUR (4)** advantages and **FOUR (4)** disadvantages of group decision-making.
(8 marks)
- c) Distinguish between *selective perception* with *stereotyping*.
(5 marks)
Total: [25 marks]
2. a) Examine the **TWO (2)** factor Theory by Frederick Herzberg and justify with **ONE (1)** example for each factor.
(10 marks)
- b) Differentiate between the need for achievement and the need for affiliation in association with the work of David McClelland.
(10 marks)
- c) Identify the **FIVE (5)** levels of needs in Maslow's Hierarchy of Needs Theory with suitable examples.
(5 marks)
Total: [25 marks]
3. a) Compare **TWO (2)** characteristics between *groups* and *teams*.
(5 marks)
- b) Discuss the **FOUR (4)** stages of group development with suitable examples.
(10 marks)
- c) Relate **FOUR (4)** factors that may impact the success of group performance.
(10 marks)
Total: [25 marks]
4. a) What are the differences between *power* and *leadership*? Justify **TWO (2)** differences with examples.
(5 marks)
- b) Describe **FOUR (4)** different types of formal power.
(10 marks)

c)

Two employees are vying for the same position in ABC company. Both employees have wide experience and are very hard working.

Based on the above description, discuss in detail **ONE (1)** type of conflict and include **ONE (1)** recommendation to solve this issue. (10 marks)

Total: [25 marks]

- END OF QUESTIONS -