



FINAL SEMESTER EXAMINATION

Student NRIC : _____

Student ID : _____

Programme	:	DIPLOMA IN BUSINESS STUDIES (MQA/FA9259)
Intake	:	SEPT 2020
Course	:	ORGANIZATION BEHAVIOR
Course Code	:	DBBM3023
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 unauthorized 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)

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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) Relate and explain the importance of motivation to job performance of an organization. (5 marks)

- b) Discuss the application of **FOUR (4)** tools proposed by BF Skinner in the Reinforcement theory for shaping the behavior of the employees. (12 marks)

- c) Distinguish between **Hygiene factors** and **Motivation factors** as proposed by Fredrick Herzberg in his two factors theory. (8 marks)

Total: [25 marks]

2. a)

- Nowadays, group or team concept is adopted by the organization, to accomplish various client projects.
- Most of the work in a business entity is performed in groups.
- Although the individual personality of an employee is important, their effectiveness depends on the teams in which they are working collectively to achieve any objective.

Based on the above statement, answer question 2(a) and 2(b).

- a) Identify **FIVE (5)** differences between **WORK GROUPS** and **TEAMS**. (10 marks)

- b) Examine the **FOUR (4)** factors that will impact the success of group performance. (10 marks)

- c) Explain with example the **TWO (2)** important factors of power. (5 marks)

Total: [25 marks]

3. a) Distinguish between **Programmed** and **Non-programmed** decisions. (3 marks)

- b) Describe **TWO (2)** major factors that influence decision making in a manufacturing company like Top Glove during the Covid 19 pandemic situation. (10 marks)

- c) Using an example, explain how Decision-making process works. You need to relate your answer with a suitable scenario. (12 marks)

Total: [25 marks]

4. a) Recommend **FIVE (5)** different reactions towards conflict. (5 marks)

- b) Discuss **FIVE (5)** effective aspects concerning negotiators' individual differences when engaging in a successful negotiation. (10 marks)

c)

Two employees are in a serious conflict because they are vying for the same job position in the organization.

State the type of conflict for the above situation and include **ONE (1)** suggestion to resolve this issue. (10 marks)

Total: [25 marks]

- END OF QUESTIONS -