



FINAL EXAMINATION
DIPLOMA OF ACCOUNTANCY

COURSE	: ORGANISATIONAL BEHAVIOR ETHICS/ MANAGING ORGANISATIONAL BEHAVIOR
COURSE CODE	: MGT2573/MGT2263
DURATION	: 2 HOURS

INSTRUCTIONS TO CANDIDATES:

1. This question paper consists of **TWO (2)** parts : PART A (20 questions)
: PART B (4 questions)
2. Answer ALL questions.
 - i. Answer PART A in the True/False Answer Sheet.
 - ii. Answer PART B in the Answer Booklet.
3. Please check to make sure that this examination pack consists of :
 - i. The Question Paper.
 - ii. An Answer Booklet.
 - iii. A True /False Answer Sheet.
4. Do not bring any material into the examination hall.

MYKAD/ PASSPORT NO : _____

ID. NO. : _____

LECTURER : _____

SECTION : _____

DO NOT OPEN THIS QUESTION PAPER UNTIL YOU ARE TOLD TO DO SO

This question paper consists of 4 printed pages including the front page

PART A : TRUE OR FALSE**Instruction: Answer ALL questions.**

1. Organizational culture refers to a system of shared meanings held by members that distinguishes one organization from another. True / False
2. Job satisfaction and organizational culture mean the same thing because both describe how employees feel about their jobs. True / False
3. Subcultures develop in organizations to completely replace the dominant culture. True / False
4. When new employees learn about company values through senior employees' stories about the founder, organizational culture is being transmitted through rituals. True / False
5. A strong organizational culture can reduce the need for formal rules because employees internalize expected behavior. True / False
6. Job design involves the systematic allocation of tasks to individuals and groups within an organization. True / False
7. The cognitive component of attitude refers to feelings and emotions toward an object. True / False
8. Assigning an employee additional similar task without increasing responsibility represents job enrichment. True / False
9. Pay bonuses given by the organization are an example of intrinsic rewards because they increase job satisfaction. True / False
10. When dissatisfied employees actively try to improve working conditions by raising concerns to management, they are demonstrating "voice" behavior. True / False
11. Centralization occurs when decision making is concentrated at lower levels of the organization. True / False

12. Formalization refers to how standardized jobs are and how much employee behaviour is guided by rules. True / False
13. When employees perform very repetitive tasks for long periods, productivity may eventually decrease due to boredom and fatigue. True / False
14. Grouping employees by function can improve coordination within departments, but it may reduce communication across departments. True / False
15. Decentralization is most suitable when an organization faces a stable and predictable environment. True/ False
16. Relationship conflict mainly focuses on how tasks should be completed. True/ False
17. Workplace stress is often caused by a high volume of work and closely followed by pressure from approaching deadlines. True/ False
18. When two team members disagree on marketing strategies but stay respectful and focused on results, the conflict is functional. True/ False
19. If a manager notices tension but no emotional involvement among employees, the conflict is still at the felt conflict stage. True/ False
20. Increasing shared goals between conflicting teams can reduce conflict by introducing superordinate goals. True/ False

(TOTAL: 20 MARKS)

PART B: LONG STRUCTURED

Instruction: Answer ALL questions.

1. Organizations operate and distinguish themselves through the culture they practice.

Describe **FOUR (4)** types of organizational culture reflected in the statement above.
(20 marks)

2. A department is experiencing low employee motivation due to repetitive tasks and lack of appreciation for effort. Employees also feel disconnected from their supervisor and team members.

Based on this situation, describe any **FOUR(4)** intrinsic motivators that the supervisor can apply to improve employee motivation.
(20 marks)

3. Novadic Sdn. Bhd. is introducing a new digital workflow, but employees continue old routines due to formal rules and bottlenecks across interdependent departments. Team norms resist change, senior specialists feel their expertise is threatened, and some managers fear losing authority.

Discuss **FIVE (5)** organizational sources of resistance to change illustrated in the above scenario.
(20 marks)

4. NextGen Corp's marketing team experiences frustration as interdependent tasks are delayed. Conflicting leadership styles, differences in work approach, and personality clashes create tension. Brainstorming sessions lead to idea conflicts, and minor biases based on age and gender increase disagreements.

With reference to the above case, describe **FIVE (5)** types of workplace conflict.
(20 marks)

(TOTAL: 80 MARKS)
(TOTAL: 100 MARKS)

END OF QUESTION PAPER