

**FINAL EXAMINATION****DIPLOMA OF ACCOUNTANCY****COURSE : MANAGING ORGANISATIONAL BEHAVIOR****COURSE CODE : 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.

- | | |
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| 1. The affective component of attitude refers to a person's emotions or feelings toward something. | True / False |
| 2. Employee involvement allows employees to contribute ideas and participate in decisions affecting their work. | True / False |
| 3. An employee works overtime only to receive a bonus payment. This behavior is mainly driven by intrinsic rewards. | True / False |
| 4. After receiving an attractive job offer elsewhere, an employee resigns from the organization. According to the dissatisfaction framework, this represents the voice response. | True / False |
| 5. An organization asks employees to perform more tasks at the same level of responsibility. This is an example of job enrichment. | True / False |
| 6. Clan culture emphasizes competition and achievement where employees focus on performance and results. | True / False |
| 7. A dominant culture consists of values shared by the majority of organizational members. | True / False |
| 8. Rituals such as annual employee recognition ceremonies help reinforce organizational culture. | True / False |
| 9. If employees rely heavily on detailed procedures because they do not share common values, the organization has a strong culture. | True / False |
| 10. A company that communicates organizational values through narratives about its founder is transmitting culture through stories. | True / False |
| 11. Decentralization occurs when decision making is concentrated at lower levels of the organization. | True / False |
| 12. A company requires its employees to receive instructions from both the production manager and the quality control manager for the same tasks. This reflects the principle of unity of command. | True / False |

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| 13. A highly innovative company with flexible roles and few rules is likely using an organic structure. | True / False |
| 14. A company redesigns jobs to increase autonomy and meaningful work in order to reduce employee stress. | True / False |
| 15. Centralization is most suitable when an organization faces a stable and predictable environment | True / False |
| 16. Functional conflict supports group goals and improves performance. | True / False |
| 17. Intragroup conflict occurs within a team or group. | True/ False |
| 18. Two employees disagree about how to complete a project. This represents dyadic conflict. | True/ False |
| 19. Teams from two departments each give up some of their demands to reach an agreement. This reflects avoiding behaviour. | True/ False |
| 20. A negotiator focuses only on maximizing personal gains and treats negotiation as a win-win process. This is integrative bargaining. | True/ False |

(TOTAL: 20 MARKS)

PART B: LONG STRUCTURED

Instruction: Answer ALL questions.

1. ABC Sdn. Bhd. has noticed that many employees are frequently absent, show little enthusiasm at work, and are actively searching for jobs in other companies.

Based on the situation above, discuss **FOUR (4)** outcomes of low job satisfaction that may affect the organization.

(20 marks)

2. XYZ Corporation plans to expand internationally and wants to ensure that employees in all branches embrace the same organizational culture.

Discuss **FOUR (4)** ways the company can transmit its organizational culture to employees in different countries.

(20 marks)

3. A customer service department reports high levels of employee stress, absenteeism, and declining performance.

Discuss **FOUR (4)** organizational approaches that management can implement to reduce employees stress.

(20 marks)

4. A labour union and company management are negotiating a new employment contract.

Discuss how the **FIVE (5)** steps of the negotiation process can be applied to ensure a successful negotiation outcome.

(20 marks)

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

END OF QUESTION PAPER