



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.**

1. Task significance refers to the degree of freedom employees have in scheduling their work. True / False
2. Extrinsic rewards are psychological rewards gained from performing meaningful work. True / False
3. An organization asks employees to perform more tasks at the same level of responsibility. This is an example of job enlargement. True / False
4. A customer service employee is given authority to resolve customer complaints without supervisor approval. This situation demonstrates autonomy in the Job Characteristics Model. True / False
5. When an employee frequently helps coworkers even when it is not part of the job description, it reflects the Organizational Citizenship Behavior (OCB). True / False
6. Strong cultures generally require fewer formal rules and procedures. True / False
7. Job satisfaction and organizational culture are both evaluative concepts. True / False
8. Employees who learn organizational jargon and acronyms are experiencing cultural transmission through language. True / False
9. An organization experiencing high employee commitment and low turnover is likely to have a strong culture. True / False
10. An organization focused on stability, routine, and formal procedures reflects an adhocracy culture. True / False
11. Formalization refers to the extent to which jobs are standardized. True / False
12. Planned change aims to improve organizational adaptability and employee behaviour. True / False

13. An employee reporting to two supervisors simultaneously violates the principle of unity of command. True / False
14. A company introduces employee participation in planning a new system to reduce resistance to change. True / False
15. A highly innovative company with flexible roles and few rules is likely using a mechanistic structure. True/ False
16. Relationship conflict occurs when team members disagree about work related matter rather personal issues. True/ False
17. Conflict begins when one party perceives that another party negatively affects something important to them. True/ False
18. Conflict between the marketing and production departments is an example of intragroup conflict. True/ False
19. During negotiations, both parties openly share information to satisfy mutual interests. This reflects integrative bargaining. True/ False
20. Members of a team argue about the best strategy to complete the assigned work. This situation represents task conflict. True/ False

(TOTAL: 20 MARKS)

PART B: LONG STRUCTURED

Instruction: Answer ALL questions.

1. A manufacturing company has experienced a high employee turnover rate over the past year. Employees frequently resign because they feel their jobs are repetitive, lack challenge, and provide little opportunity for personal growth.

Based on the situation above, discuss **FOUR (4)** job design approaches that the company can implement to improve employee motivation.

(20 marks)

2. ABC Technology is experiencing high employee turnover and weak commitment among employees. Different departments follow different work practices, and employees are unsure about organizational values.

Explain **FOUR (4)** actions management can take to sustain a stronger organizational culture.

(20 marks)

3. A manufacturing company plans to implement a new automated production system. Many employees are reluctant to accept the change.

Discuss **FOUR (4)** individual sources of resistance that may occur from the above situation.

(20 marks)

4. A project team experiences frequent disagreements regarding task assignments, work procedures, and personal relationships.

Explain **FOUR (4)** conflict management techniques for addressing the above issues.

(20 marks)

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

END OF QUESTION PAPER