

**FINAL EXAMINATION**

BACHELOR OF ACCOUNTANCY (HONOURS)
BACHELOR OF BUSINESS ADMINISTRATION (HONOURS)
BACHELOR OF BUSINESS ADMINISTRATION (HONOURS)
HUMAN RESOURCE MANAGEMENT
BACHELOR OF EDUCATION (HONOURS) IN TEACHING ENGLISH AS A
SECOND LANGUAGE

COURSE	: ORGANISATIONAL BEHAVIOUR/ INTRODUCTION TO ORGANISATIONAL BEHAVIOUR
COURSE CODE	: MGT2293/ MGT2123
DURATION	: 3 HOURS

INSTRUCTIONS TO CANDIDATES:

1. This question paper consists of **TWO (2)** parts : PART A (2 questions)
: PART B (2 questions)
2. Answer ALL questions in the Answer Booklet provided.
3. Please check to make sure that this examination pack consists of:
 - i. The Question Paper
 - ii. An Answer Booklet
4. Do not bring any material into the examination hall.
5. Please write your answer using permanent ink.

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 3 printed pages including the front page

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PART A: LONG STRUCTURED

Instruction: Answer ALL questions.

1. Google is widely recognized for its strong organizational culture and employee-focused workplace practices. The company has received numerous awards for its outstanding work environment and team performance. Its success is driven by a culture that encourages creativity, innovation, and collaboration. To enhance employee satisfaction, Google offers various benefits, including pet-friendly policies, relaxation facilities, and wellness services. The organization also promotes continuous learning by providing employees with access to educational and development opportunities. In addition, Google values employee well-being and inclusivity by implementing supportive workplace policies. One notable initiative was extending maternity leave from 12 weeks to 20 weeks to improve employee retention. These practices reflect Google's commitment to fostering a positive, supportive, and high-performing organizational culture.

Referring to the above case, explain **FOUR (4)** characteristics of organizational culture that are reflected at Google. Provide the relevant example for each characteristics.

(20 marks)

2. A report published by the Health and Safety Executive (HSE) in 2016 revealed that stress, depression, and anxiety accounted for approximately 12.5 million lost working days in the United Kingdom. These mental health-related conditions represented 49% of all sickness-related absences, with the number continuing to increase over time. In addition, findings from the Institute of Directors indicated that more than half (54%) of business leaders had encountered employees experiencing mental health challenges. The report further showed that 98% of organizational leaders acknowledged the importance of good mental health in supporting employee well-being, productivity, and organizational effectiveness.

Based on the above information, discuss **FOUR(4)** strategies to managing stress in the organization.

(20 marks)

(TOTAL: 40 MARKS)

PART B: LONG ESSAY

Instruction: Answer ALL questions.

1. The Harvard Business School incorporates a compulsory ethics workshop for first-semester students to promote ethical awareness and responsible decision-making. While some students begin the course with skeptical attitudes, believing that business achievement is not necessarily linked to ethical behavior, others enter with positive attitudes toward ethical practices. Students with favorable views of ethics are generally more involved in classroom activities, demonstrate greater support for ethical standards, and consistently align their actions with these values during their studies.

Based on the above scenario, analyze how the ABC Model of Attitude explains the students' responses to the ethics workshop.

(30 marks)

2. Armada Media Group formed a cross-functional team to develop a new branding strategy. Initially, team members worked collaboratively and communicated effectively. However, as the project deadline approached, conflicts began to arise. Clara became less involved by avoiding meetings and communication, while James frequently challenged others and strongly advocated for his own ideas. Sara generally followed the majority view to maintain group harmony, whereas Malik suggested allocating tasks more clearly to reduce disagreements. To address the growing conflict, Ella encouraged teamwork and facilitated discussions aimed at finding mutually beneficial solutions. Consequently, team cooperation improved, although some tension remained within the group.

Referring to the case above, discuss **FIVE (5)** types of conflict-handling behaviors as shown by team members in the above situation.

(30 marks)

(TOTAL: 60 MARKS)
(TOTAL: 100 MARKS)

END OF QUESTION PAPER

