



FINAL EXAMINATION

NOVEMBER 2023

COURSE TITLE	INTRODUCTION TO ORGANIZATIONAL BEHAVIOUR
COURSE CODE	RMGT1133
DATE/DAY	19 FEBRUARY 2024 / MONDAY
TIME/DURATION	02:00 PM - 04:00 PM / 02 Hour(s) 00 Minute(s)

INSTRUCTIONS TO CANDIDATES:

1. Please read the instruction under each section carefully.
2. Candidates are reminded not to bring into examination hall/room any form of written materials or electronic gadget except for stationery that is permitted by the invigilator.
3. Students who are caught breaching the Examination Rules and Regulation will be charged with an academic dishonesty and if found guilty of the offence, the maximum penalty is expulsion from the University.

(This Question Paper consists of 6 Printed Pages including front page)

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This question paper consists of TWO (2) sections. Answer ALL questions in the answer booklet provided. [50 MARKS]

SECTION A

(20 Marks)

There are TWENTY (20) questions in this part. Answer ALL questions in the answer booklet provided.

1. Which of the following is an example of the affective component of an attitude?
 - A. Believing that one has achieved all the objectives of a project.
 - B. Feeling hurt at being unfairly accused of wrongdoing.
 - C. Relying on the information in a company's annual report.
 - D. Perceiving whistle-blowing as the right thing to do.

2. High levels of both job involvement and psychological empowerment are positively related to _____.
 - A. withdrawal behaviour
 - B. positivity offset
 - C. organizational citizenship
 - D. emotional contagion

3. Job dissatisfaction is more likely to translate into _____ when employees feel or perceive they have many available alternatives and when employees have high human capital.
 - A. high productivity
 - B. employee engagement
 - C. increased customer satisfaction
 - D. turnover

4. Which of the following questions best helps understand an employee's organizational commitment?
 - A. Do you believe in the organization's objective of sustainable work practices?
 - B. Do you feel the organization will care for you and your family in need?
 - C. Do you enjoy your work, even in the face of challenges?
 - D. Does the organization provide valuable feedback to help you increase productivity?

5. According to Herzberg, when _____ are adequate, people won't be dissatisfied, but they will also not be satisfied.
- A. achievement needs
 - B. hygiene factors
 - C. motivational factors
 - D. power needs
6. Which of the following theories proposes that people prefer to feel they have control over their actions, so anything that makes a previously enjoyed task feel more like an obligation than a freely chosen activity will undermine motivation?
- A. Self-serving theory.
 - B. Self-determination theory.
 - C. Motivation-hygiene theory.
 - D. Two-factor theory.
7. What is the limitation of reinforcement theory in explaining changes in behaviour?
- A. It does not adequately describe the original behaviour.
 - B. Most behaviour is, in fact, environmentally caused.
 - C. It does not recognize the effect of cognitive variables.
 - D. It ignores the effect of rewards and punishments on behaviour.
8. Which of the following types of justice relates most strongly to job satisfaction, employee trust, withdrawal from the organization, job performance, and citizenship behaviours?
- A. Procedural justice.
 - B. Associative justice.
 - C. Interactional justice.
 - D. Distributive justice.
9. Which of the following accurately differentiates between work groups and work teams?
- A. Work groups are used by top-management employees, while work teams are used by lower-level workers.
 - B. Work groups are used for functions relating to areas of the external environment, while work teams are exclusively used for departmental problems and issues.
 - C. Workgroups involve members who have complementary skills, while work teams use employees who have random and varied skills.
 - D. Work teams generate the potential for an organization to generate greater outputs with no increase in inputs, while work groups cannot perform this function.

10. Virtual teams are characterized by _____ in comparison to teams that interact face-to-face.
- A. low popularity among companies
 - B. low social rapport and direct interaction
 - C. low sharing of unique information
 - D. low need for supervision
11. According to the concept of organizational demography, if team members have dissimilar experiences, it will lead to _____.
- A. increased employee satisfaction
 - B. decreased level of conflicts
 - C. higher employee motivation
 - D. higher employee turnover
12. Which of the following must be avoided if one wants to create and maintain an effective team?
- A. Task conflicts.
 - B. Reflexivity.
 - C. Specific goals.
 - D. Relationship conflicts.
13. When the audience does not care about the outcomes, using a combination of _____ can help lessen negative reactions to the feeling that one is dictating outcomes.
- A. ingratiation and personal appeals
 - B. pressure and exchange
 - C. legitimacy and ingratiation
 - D. exchange and rational persuasion
14. Which of the following is an overt form of sexual harassment?
- A. Being too friendly.
 - B. Pinups are posted in the workplace.
 - C. Off-colour jokes.
 - D. Unwanted physical touching.

15. _____ occurs when people within organizations use whatever influence they can to taint the facts to support their goals and interests.
- A. Legitimate political behaviour
 - B. Politicking
 - C. Illegitimate political behaviour
 - D. Whistle-blowing
16. Under the zero-sum approach, rewards are distributed such that _____.
- A. rewards are equal and do not increase or decrease with changes in profit margins
 - B. rewards increase for all employees at an identical rate
 - C. the amount allocated for rewards is variable
 - D. rewards increase for a group at the expense of loss for another group
17. Which of the following statements is **TRUE** regarding task conflicts?
- A. Task conflicts relate to how the work gets done.
 - B. Task conflicts are almost always dysfunctional.
 - C. Task conflict focuses on interpersonal relationships.
 - D. Task conflicts won't benefit groups performing routine tasks.
18. _____ is a conflict-handling technique in which the parties in a conflict each desire to fully satisfy the concerns of all parties.
- A. Collaborating
 - B. Competing
 - C. Accommodating
 - D. Avoiding
19. Which of the following is a conflict-stimulation technique?
- A. expansion of resources
 - B. compromise
 - C. bringing in outsiders
 - D. exercising authoritative command
20. In the case of distributive bargaining, the _____ point indicates what a person would like to achieve out of the negotiation.
- A. resistance
 - B. distribution
 - C. target
 - D. focus

SECTION B

(30 Marks)

There are FOUR (4) questions in this part. Answer ALL questions in the answer booklet.

1. Discuss **FIVE (5)** impacts of job satisfaction on employee performance and organizational success. (10 marks)
2. Identify **FIVE (5)** individual differences in response to intrinsic and extrinsic motivation that influence workplace behaviour. (10 marks)
3. Discuss **FIVE (5)** personality traits that influence the behaviour of individuals during conflicts and negotiations in the workplace. (10 marks)

***** END OF QUESTION PAPER *****

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