UNIVERSITI TUN HUSSEIN ONN MALAYSIA

FINAL EXAMINATION
SEMESTER II
SESSION 2012/2013

COURSE NAME	:	ORGANIZATIONAL BEHAVIOR
COURSE CODE	:	BPB 20503
PROGRAMME	:	2 BPA
EXAMINATION DATE	:	JUNE 2013
DURATION	:	2 HOURS 30 MINUTES
INSTRUCTION	:	ANSWER **ALL** QUESTIONS

THIS QUESTION PAPER CONSISTS OF **THREE (3)** PAGES

Q1   According to job characteristic model, any job has five core dimensions that affect intrinsic motivation, job satisfaction and work effectiveness among employees.

Discuss **FIVE (5)** core job dimensions found in the job characteristic model.

(20 marks)

Q2   Group and teams are used to make decisions when the decision requires a wide range of skills, knowledge and experience or more information than a single individual could be expected to possess.

(a)   Contrast brainstorming and nominal group technique decision making.

(8 marks)

(b)   Discuss **FOUR (4)** factors that will influence team cohesion.

(12 marks)

Q3   Managers routinely use organizational politics and negotiation to try to convince other managers to agree with their goal and follow the course of action they are championing. They may also seek ways to increase their personal power in an organization to further their own interest.

(a)   Define power.

(2 marks)

(b)   List **FOUR (4)** conditions that suppport the organizational politics.

(8 marks)

(c)   State **FOUR (4)** influence tactics commonly used in the organizational setting.

(10 marks)

Q4   Conflict among managers emerged soon after a Japanese company acquired a Taiwanese company. The Taiwanese perceived Japanese management as hierarchical and conservative whereas the Japanese thought the Taiwanese as too ambitious and arrogant.

Demonstrate how organization could reduce dyfunctional conflict in this scenario.

(20 marks)

Q5   Mergers and acquisition partly fail due to failure to merge different corporate cultures and resistance to change among employees.

   (a)   Describe **THREE (3)** main strategies for merging different organizational cultures.

(12 marks)

   (b)   Discuss how to minimize resistance to change among employees.

(8 marks)

-END OF QUESTION-