



UNIVERSITI TUN HUSSEIN ONN MALAYSIA

**FINAL EXAMINATION
(ONLINE)
SEMESTER II
SESSION 2020/2021**

COURSE NAME : ORGANISATIONAL THEORY AND
BEHAVIOUR IN TVET

COURSE CODE : PBD 11404

PROGRAM CODE : PBD

EXAMINATION DATE : JULY 2021

DURATION : 3 HOURS

INSTRUCTION : ANSWER ALL QUESTIONS
CLOSE BOOK EXAMINATION

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

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- Q1**
- (i) Organisations can be categorised into **FOUR (4)** types. Explain each of these types in terms of relationships, rights and powers of leaders and members. (10 marks)
 - (ii) Describe the **THREE (3)** types of individuals in an organization in terms of cognitive abilities, values and relationships with others. (8 marks)
 - (iii) Describe **THREE (3)** types of individuals, in terms of commitment, in an organization. (7 marks)

- Q2**
- (i) State at least **SEVEN (7)** multiple intelligence as posited by Howard Gardner and describe these intelligences. (5 marks)
 - (ii) For each type of intelligence, state at least **THREE (3)** occupational fields that it is best suited for. (12 marks)
 - (iii) How can the idea of Multiple Intelligence be applied in TVET organisations with different roles and many different ways in which individuals can fulfill those roles. (8 marks)

- Q3**
- Malik, with a long experience in industry, has just been offered a position in the Department of Mechanical Engineering (JKM) at Batu Ukir Polytechnic. Karim is Malik's new leader. Two internal staff at JKM who have applied for the position but failed are Junainah, 32, who has eight years of experience in the department, and Suraya, 26, who lacks experience. When Malik reported for duty to Karim, the latter informed Malik that Junainah might be a problem for Malik. He then brought Malik to be introduced to other staff in the department. Malik then held meetings with each of his new employees. The meeting with Junainah turned out to be as predicted: Junainah was defensive, not communicative, and didn't show commitment. When Malik asked Junainah's about her duties, he could not get a satisfactory answer. Finally and angrily, Junainah stated that it was Malik's job to tell her what to do. Malik replied that they would face problems if Junainah continued to behave like this. Junainah then told Malik that she was not promoted because she was a woman, and accused the polytechnic of committing gender discrimination. She started crying and said that she would never answer any more questions.

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- (i) Should Karim tell Malik about the other internal candidates on the day Malik reported for duty? Explain your answer. (6 marks)
- (ii) Is meeting with each employee as part of Malik's orientation a good idea? Explain. (6 marks)
- (iii) Evaluate the approach used by Malik. How can it be improved? (6 marks)
- (iv) How should Malik react to the problems posed by Junainah? (7 marks)

Q4

- (i) What are the different levels of decision making in an organisation? (6 marks)
- (ii) Provide examples of each decision making level in a TVET institution, and who typically makes the decision. (10 marks)
- (iii) State **FOUR (4)** decision making models and describe the situations in which the models are suitably used. (9 marks)

- END OF QUESTIONS -

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