



**UNIVERSITI KUALA LUMPUR
BUSINESS SCHOOL**

**FINAL EXAMINATION
MARCH 2024 SEMESTER**

COURSE CODE	: EAB31403
COURSE NAME	: ORGANISATIONAL STUDIES
PROGRAMME NAME	: BACHELOR IN ACCOUNTING (HONS)
DATE	: 3 JULY 2024
TIME	: 9.00 AM – 12.00 PM
DURATION	: 3 HOURS

INSTRUCTIONS TO CANDIDATES

1. Please **CAREFULLY** read the instructions given in the question paper.
2. This question paper has information printed on both sides of the paper.
3. This question paper consists of **TWO (2) Sections**. **Section A** and **Section B**.
4. Answer **ALL** questions in **Section A** and **Section B**.
5. Please write your answers on the answer booklet provided.
6. All questions must be answered in **English** (any other language is not allowed).
7. This question paper must not be removed from the examination hall.

THERE ARE SIX (6) PAGES OF QUESTIONS, INCLUDING THIS PAGE.

SECTION A (Total: 40 marks)

INSTRUCTION: Answer ALL questions.

Please use the answer booklet provided.

Question 1

Kindly explain **FOUR (4)** common shortcut in perception.

(10 marks)

Question 2

How does a new employee learn culture of an organization.

(10 marks)

Question 3:

Please explain **FOUR (4)** influence tactics that translate power bases into specific actions.

(10 marks)

Question 4:

Please explain **FOUR (4)** employee responses to job dissatisfaction.

(10 marks)

SECTION B (Total: 60 marks)**INSTRUCTION: Answer ALL questions.****Please use the answer booklet provided.****Question 5****Article - The strain of managing mental health at work.***FMT : 1 November 2022*

PETALING JAYA: The image of the executive still typing away on his keyboard at the office late into the night is easy to visualise. Many people know too well that there never is enough time in the eight-hour day to finish all the work, so putting in the extra hours becomes the norm.

Health experts agree that spending an extended period at work is an unhealthy practice that can lead to mental health problems. But views on the real issue and how to deal with it differ between workers and employers. For workers, it concerns their well-being, while employers worry about the impact on productivity.

The Malaysian Trades Union Congress (MTUC) has proposed that leave be granted to enable workers to deal with the mental stress that they feel at the workplace. MTUC president Effendy Abdul Ghani said employers must understand that their workers have other responsibilities outside of work, too.

"There is a stigma surrounding mental health and psychiatric problems and this should be dealt with immediately," he told FMT Business. "The attending physician who assesses the employee should be the authority to recommend time out to rest," he said.

He stressed that work-life balance is important. "Malaysia should look to countries such as France and Finland that have figured out ways to enable employees to disconnect and rest," he added. Mental stress at work is a global problem. A Sept 28, 2022, report by the World Health Organisation (WHO) said an estimated 15% of working-aged adults had a mental disorder in 2019.

Globally, about 12 billion workdays are lost annually to depression and anxiety. This works out to a US\$1 trillion (RM4.7 trillion) loss in productivity each year, the WHO report said. However, granting leave on company time to deal with a mental problem may not be so cut and dried.

While employers agree that poor mental health should be properly dealt with, they prefer a process to monitor the employee's health. Malaysian Employers Federation (MEF) president

Syed Hussain Syed Husman said poor mental health could trigger human errors that could result in accidents and, by extension, loss in productivity.

He said that if an employee must be let go, the company will lose a skilled employee and replacing such individuals would be difficult and time consuming. "We believe a holistic approach to mental health at the workplace must be considered at all stages of employment, beginning from the recruitment process," he told FMT Business.

If necessary, he said, employees should be given counselling or be put on support programmes and occupational health services. Mental health is already covered under the Occupational Safety and Health (OSH) Act 1994. Syed Hussain suggested that companies adopt recommendations available in the "Guidance for the Prevention of Stress and Violence at the Workplace" guidebook published by the occupational safety and health department in 2002.

"Companies should also work closely with OSH providers and implement a voluntary OSH management system that covers mental health," he added. At the end of the day a holistic approach, as proposed by clinical psychologist Joel Low, is perhaps the best way forward.

This, Low told FMT Business, would engender understanding and awareness about intentions on both sides. He added that if mental health deteriorates, it could cause an increase in "presenteeism", that is being present at the workplace but not actually working. Malaysian Medical Association President Dr Muruga Raj Rajathurai pointed out that mental health is not an issue to be brushed aside.

"There should be efforts to recognise early signs and symptoms of stress in employees," he said. "Otherwise, there is a risk of employees resorting to unfavourable coping methods or developing more serious mental disorders like depression and anxiety disorders," he added.

Questions:

- i. Please define the main issue of above article?

(5 marks)

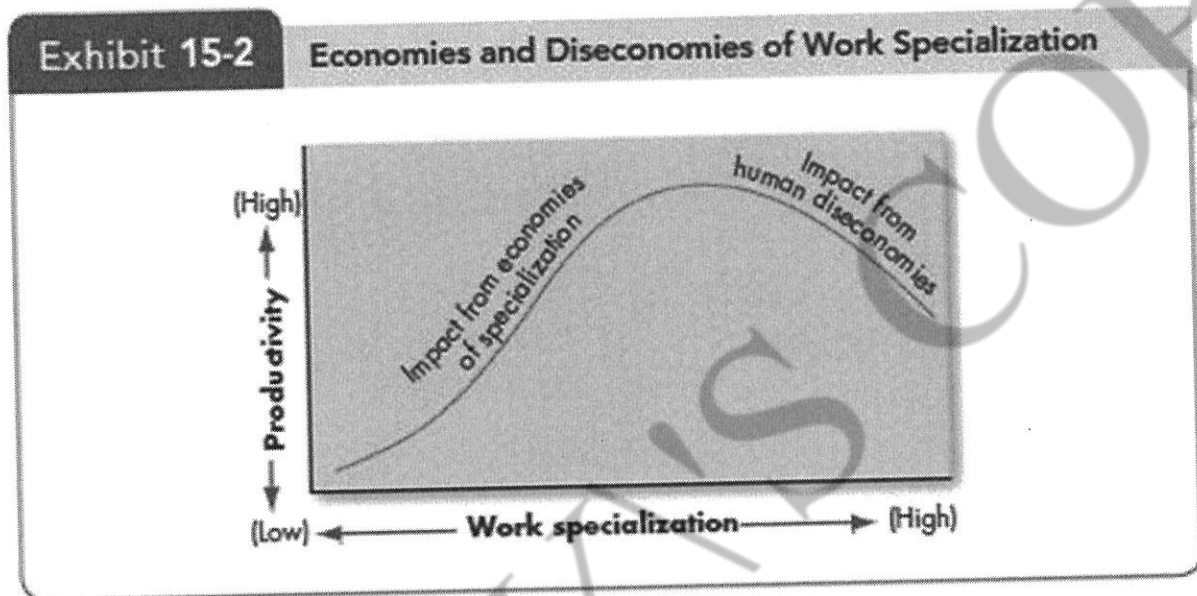
- ii. Kindly explain the **TWO (2)** key elements to minimize stress?

(10 marks)

- iii. Please explain the consequences would be if stress is beyond controlled.

(15 marks)

Question 6:



Questions:

- i. Kindly explain the above graph with regards to Work Specialization.

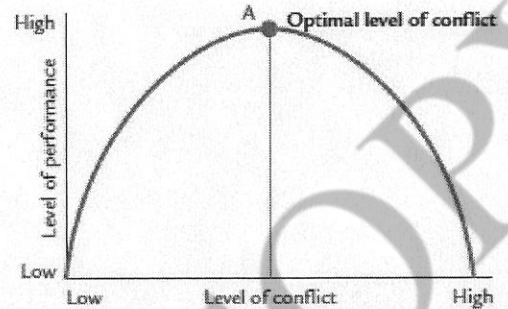
(10 marks)

- ii. If you would be the boss, please explain what would you do to prevent the impact from human diseconomies?

(10 marks)

Question 7:

- i. Referring below graph, please explain with regards to level of conflict vs level of performance.

EXHIBIT 13.4**The Effect of Conflict on Organizational Performance**

(5 marks)

- ii. Referring to the graph, please explain how to maintain the increment level of performance when it reach the point of Optimal Level.

(5 marks)

END OF EXAMINATION PAPER