UNIVERSITI KUALA LUMPUR
MALAYSIA ITALY DESIGN INSTITUTE

FINAL EXAMINATION

MARCH 2026 SEMESTER

COURSE CODE	:	PPB 20103 / PTB 20104
COURSE TITLE	:	ORGANIZATIONAL BEHAVIOUR
PROGRAMME NAME	:	BACHELOR OF TECHNOLOGY MANAGEMENT (HONOURS)
DATE	:	26 JUNE 2026
TIME	:	9:00AM - 12:00PM
DURATION	:	3 HOURS

INSTRUCTIONS TO CANDIDATES

1. Please read the instructions given in the question paper CAREFULLY.
2. This question paper is printed on both sides of the paper.
3. This question paper consist of TWO sections.
4. Answer ALL questions for Section A.
5. Section B consist of four questions. Answer THREE (3) questions only.
6. Please write your answer on the answer booklet provided.
7. Please answer all questions in English only.
8. Please answer MCQ/EMQ questions using OMR sheet. ☐ *Tick if applicable*
9. Refer to the attached Formula/ Appendies. ☐ *Tick if applicable*

THERE ARE 4 PAGES OF QUESTIONS INCLUDING THIS PAGE

SECTION A (Total: 40 marks)

Answer ALL questions.

Please use the answer booklet provided.

Question 1

There is a strong correspondence between how well people enjoy the social context of their workplace and how satisfied they are overall.

(a) What are the causes that contribute towards Job Satisfaction? Explain any three factors with an example.

(10 marks)

(b) Explain any two outcomes for job satisfaction and Job dissatisfaction. Discuss how you can prevent the Job dissatisfaction among the workers in an organization.

(10 marks)

Question 2

Attitudes are evaluations of people, objects, or ideas, comprising three core components often called the ABC model. These components determine how we react to situations, with attitudes being generally favorable or unfavorable, learned, and potentially inconsistent.

(a) Discuss the three components of attitude. Provide examples for the three components.

(10 marks)

(b) Compare positive moods and negative moods in the workplace.

(10 marks)

SECTION B (Total: 60 marks)

Answer THREE (3) questions only.

Please use the answer booklet provided.

Question 1

Sources of power in leadership, primarily defined by social psychologists John French and Bertram Raven, are divided into five main bases. These sources determine how leaders influence others through formal authority (positional) or personal credibility.

(a) Discuss the FIVE bases of power identified by French and Raven.

(10 marks)

(b) **Explain any two causes and consequences of organizational politics.**

(10 marks)

Question 2

Leadership styles refer to the methods, behaviors, and characteristics a leader uses to direct, motivate, and manage teams.

(a) Compare autocratic and democratic leadership styles.

(10 marks)

(b) Illustrate Maslow's Hierarchy of Needs and its relevance to leadership.

(10 marks)

Question 3

Groupthink is a psychological phenomenon where the desire for group harmony or conformity results in irrational, dysfunctional, or non-optimal decision-making .

(a) Examine the causes and consequences of groupthink in organizational decision-making.

(10 marks)

(b) Explain the role of communication in improving group effectiveness.

(10 marks)

Question 4

A project team in a company is experiencing poor communication, low participation, and frequent conflict among members.

(a) Predict the possible causes of these problems.

(10 marks)

(b) Develop strategies to improve the team's effectiveness.

(10 marks)

END OF EXAMINATION PAPER