UNIVERSITI TEKNOLOGI PETRONAS

FINAL EXAMINATION
JANUARY 2025 SEMESTER

COURSE	:	GEB1032/GEB1033/GFB1033 - MANAGEMENT AND ORGANISATIONAL BEHAVIOUR
DATE	:	17 APRIL 2025 (THURSDAY)
TIME	:	9:00 AM - 12:00 NOON (3 HOURS)

INSTRUCTIONS TO CANDIDATES

1. Answer **ALL** questions in the Answer Booklet.

2. Begin **EACH** answer on a new page in the Answer Booklet.

3. Indicate clearly answers that are cancelled, if any.

4. Where applicable, show clearly steps taken in arriving at the solutions and indicate **ALL** assumptions, if any.

5. **DO NOT** open this Question Booklet until instructed.

Note :

    i. There are **SIX (6)** pages in this Question Booklet including the cover page .

    ii. **DOUBLE-SIDED** Question Booklet.

1. Employees' personalities and behaviors play a crucial role in shaping workplace dynamics and organizational effectiveness. Understanding personality traits canhelp managers to predict employee behavior, while positive workplace behaviors contribute to overall organizational success.

   a. Differentiate **FIVE (5)** traits of the Big Five Personality Model that shape employee's behavior at workplace.

      [10 marks]

   b. Analyze how organizational citizenship behavior (OCB) benefits an organization beyond an employee's formal job responsibilities.

      [10 marks]

2. Effective teamwork is essential for achieving organizational goals. Understanding how groups develop over time and the different types of teams help managers in strengthening collaboration and enhancing productivity.

    a. Demonstrate **FIVE (5)** stages of group development that shape team dynamics and influence group effectiveness.

[10 marks]

    b. Examine how different types of work teams contributes to organizational success. You are required to support your answer with relevant example.

[10 marks]

3. Workplace stress is a significant challenge that affects employee well-being and organizational productivity. Identifying its causes and understanding effective coping strategies can help employees manage stress more effectively.

    a. Describe common causes of workplace stress.

[10 marks]

    b. Recommend individual coping strategies that employees can use to manage workplace stress and maintain a healthy work-life balance.

[10 marks]

4. Effective decision-making is essential for organizational success. Different approaches help individuals and managers navigate complex choices. Additionally, creativity plays a crucial role in problem-solving, enabling innovative solutions and fresh perspectives. Understanding both decision-making approaches and the role of creativity enhances organizational effectiveness.

   a. Demonstrate **FOUR (4)** key approaches for decision-making along with their key characteristics.

   [10 marks]

   b. Assess how creativity play an important role in problem-solving and decision-making in organizations.

   [10 marks]

5. Effective leadership plays a crucial role in guiding employees toward achieving organizational goals. The Path-Goal Theory of Leadership suggests that leaders can enhance employee motivation, performance, and job satisfaction by adopting different leadership styles based on the needs of their subordinates and the nature of the task. Understanding these leadership behaviors allows leaders to provide direction, support, participation, and goal-oriented motivation, ensuring employees feel empowered and capable of achieving success.

a. Explain the **FOUR (4)** leadership behaviors in the Path-Goal Theory.

[10 marks]

b. Analyze how a leader can determine the appropriate leadership style based on follower readiness and workplace situations.

[10 marks]

-END OF PAPER-