



FOUNDATION STUDIES IN BUSINESS

(SEMESTER 3)

FSB 114: ORGANISATION BEHAVIOUR

Date : 22 May 2007 (Tuesday)

Time: 9.30am-11.30am

Duration: Two Hours

Instructions to Candidates

Answer FOUR out of SIX questions.

Please ensure that this examination paper contains SIX questions on TWO printed pages before you start the examination.

Books, papers and other written materials are not allowed to be brought into the examination hall. A candidate who violates the examination rules of Stamford College or commits a malpractice will be disqualified from the examination.

Write your Examination Index Number on each page of your answer booklet.

This paper consists of SIX questions. Candidates are required to attempt any FOUR questions. The total marks allocated for each of the questions are shown in brackets.

Question 1

Discuss the FIVE shortcuts used in judging others.

(Total = 25 marks)

Question 2

(a) Differentiate between formal and informal groups.

(5 marks)

(b) List and briefly describe the stages in the five-stage model of group development.

(20 marks)

(Total = 25 marks)

Question 3

(a) List and describe the THREE determinants of personality.

(10 marks)

(b) Identify the FIVE key traits in the Big Five personality model.

(15 marks)

(Total = 25 marks)

Question 4

Describe Maslow's hierarchy of needs and substantiate your answer with relevant examples.

(Total = 25 marks)

Question 5

(a) What is attitude? Discuss the THREE components of an attitude.

(16 marks)

(b) Most of the research in Organisation Behaviour has been concerned with three attitudes: job satisfaction, job involvement, and organisational commitment. Explain the difference between these attitudes.

(9 marks)

(Total = 25 marks)

Question 6

- (a) What is conflict? (4 marks)
- (b) Explain the THREE types of conflict: task conflict, relationship conflict, and process conflict. (15 marks)
- (c) Discuss the TWO general approaches to negotiation. (6 marks)
- (Total = 25 marks)

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