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Universiti Tun Hussein Onn Malaysia

**UNIVERSITI TUN HUSSEIN ONN MALAYSIA**

**FINAL EXAMINATION  
SEMESTER II  
SESSION 2015/2016**

COURSE NAME : ORGANIZATIONAL BEHAVIOR  
COURSE CODE : BPB 20503  
PROGRAMME CODE : BPA  
EXAMINATION DATE : JUNE/JULY 2016  
DURATION : 2 HOURS AND 30 MINUTES  
INSTRUCTION : ANSWER ALL QUESTIONS

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

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**Q1** During a video chat with the World Security Council (WSC), Fury, the S.H.I.E.L.D. Director was questioned about his plan to bring about the Avengers Initiative. The WSC was skeptical about his plan and believed the avengers would never work together as a team.

(a) Discuss the avengers' behaviors at each stage of team's development process with examples. (15 marks)

(b) Describe how team composition influences the avenger's effectiveness. (10 marks)

**Q2** A newly appointed chief executive officer (CEO) of your company vowed to avoid all types of conflicts to enable employees to work cooperatively and happily.

(a) Discuss both positive and negative consequences of conflicts at workplace. (7 marks)

(b) Explain **SIX (6)** structural sources of conflict at workplace with examples. (18 marks)

**Q3** "It's really the people that make Google the kind of company it is. We hire people who are smart and determined, and we favor ability over experience. Although Googlers share common goals and visions for the company, we hail from all walks of life and speak dozens of languages, reflecting the global audience that we serve. And when not at work, Googlers pursue interests ranging from cycling to beekeeping, from frisbee to foxtrot.

We strive to maintain the open culture often associated with startups, in which everyone is a hands-on contributor and feels comfortable sharing ideas and opinions. In our weekly all-hands ("TGIF") meetings—not to mention over email or in the cafe—Googlers ask questions directly to Larry, Sergey and other execs about any number of company issues. Our offices and cafes are designed to encourage interactions between Googlers within and across teams, and to spark conversation about work as well as play."

Source: <https://www.google.com/about/company/facts/culture/>

(a) Discuss elements of Google organizational culture using examples depicted in the movie Internship. (16 marks)

- (b) Describe **THREE (3)** socialization stages strategies to strengthen Google's organizational culture. (9 marks)

**Q4** Organizational psychologists believe that job characteristics and job design could affect motivation.

- (a) State **THREE (3)** main strategies to increase the motivational potential of jobs. (6 marks)
- (b) Differentiate job status-based rewards and competency-based rewards. (10 marks)
- (c) Describe **THREE (3)** self-leadership strategies. (9 marks)

**-END OF QUESTIONS-**