

UNIVERSITI SAINS MALAYSIA

Second Semester Final Examination
Academic Session 1995/96

April 1996

AGW516 - ORGANIZATIONAL BEHAVIOUR

Time : [3 hours]

INSTRUCTION :

Please make sure that this examination paper consists of **TWO (2)** printed pages before you begin.

Answer **ALL** questions.

1. Groups have been classified into formal and informal categories. What are some of the necessary conditions that make a collection of individuals into a formal group?

[10 marks]

2. Explain the two dimensions of leadership identified by University of Michigan Leadership Study Group.

[10 marks]

3. In an organisational context, what factors give rise to power?

[10 marks]

4. What are some of the characteristics of structurally deficient organizations?

[10 marks]

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5. What is Diffusion of Responsibility and what is its relationship with the size of the group?
[10 marks]

6. List 5 statements that you would use to measure job satisfaction DIRECTLY.
[10 marks]

7. What kind of concerns have prompted the development of such concepts as job enrichment, work group, and participative management?
[10 marks]

8. What are some of the characteristics of group conflict?
[10 marks]

9. Describe the broad categories of factors that cause job stress.
[10 marks]

10. Explain some of the characteristics of structures that are designed according to Matrix system?
[10 marks]