

UNIVERSITI SAINS MALAYSIA

SPECIAL EXAMINATION

1992/93 ACADEMIC SESSION

MASTER OF BUSINESS ADMINISTRATION

AGW 516 - ORGANIZATIONAL BEHAVIOUR

TIME : 3 HOURS

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ANSWER ANY FIVE QUESTIONS. ALL QUESTIONS CARRY EQUAL MARKS.

1. Why do people resist change? What could be done to overcome resistance to change?
2. State various stages of decision making. What are the specific characteristics of these stages?
3. Describe briefly the Robber Cave experiment. What do managers learn from it to minimize conflict?
4. What are some of the characteristics of effective groups? How does an organized group differ from a mob or a crowd?
5. Why do people conform? What are the different stages of conformity?
6. What functions are served by organization structure? What advantages does an organization get by departmentalization by place?
7. What is a trait theory of leadership? How is it different from situational theory of leadership?

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