



Gratia Christian College
宏恩基督教學院

Academic Year 2016-2017

Semester 2

Examination

Course Code & Title : MM2210 Organization Behaviour

Time Allowed : 2 hours 30 minutes

Student Name : _____

Student ID : _____

This paper has 2 pages (including this cover page).

1. Answer any **FIVE** out of six questions.
 2. Each question carries the same weight.
 3. All answers should be written in the Answer Book. In the Answer Book, start EACH question (not part of a question) on a NEW page.
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This is a **closed-book** examination.

No materials or aids are allowed during the whole examination. If any unauthorized materials or aids are found on a candidate during the examination, the candidate will be subject to disciplinary action.

DO NOT TURN THIS PAGE UNTIL YOU ARE TOLD TO DO SO.

Answer any FIVE out of six questions. Each question carries the same weight (20%).

Question 1

What is Attitude? How are the components of an Attitude related together? Use an example to illustrate your answer.

Question 2

Critically evaluate the common responses to job dissatisfaction. How can organizations improve employees' job satisfaction?

Question 3

What are the major functions of communication within a group or an organization? Illustrate the key parts of a communication process.

Question 4

Compare and contrast the three types of leadership: Authentic Leadership, Ethical Leadership and Servant Leadership. Give examples to illustrate your points.

Question 5

How do people translate their powers into specific actions? What kind of power tactics will they employ?

Question 6

Explain the five stages of a Conflict Process with a graph.

- END OF EXAMINATION -