



MILLIONS

MANAGEMENT SOLUTIONS

Operational Behavior

EXERCISE

UAS

2013/2014

DEPARTMENT OF MANAGEMENT FACULTY OF ECONOMICS

UNIVERSITAS INDONESIA

FINAL SEMESTER EXAMINATION, ODD SEMESTER 2013/2014

ORGANIZATIONAL BEHAVIOR

MONDAY, 16 DECEMBER 2013

09.00 – 11.30 WIB (150 Minutes) – CLOSED BOOK

Instruction: Answer all the problems below. Every problem has equal weight.

Problem 1:

1. Explain the differences between transactional leadership and transformational leadership!
2. Effective leaders are not emerging by themselves. Explain what a company can do to get an effective leader!

Problem 2:

1. Source of power could be *formal power* or *personal power*. Explain both of them and give example for each source of power!
2. Explain minimum 5 *power tactics* to influence subordinate (*downward influence*)!

Problem 3:

1. There are 5 ways to solve the conflict. Explain those 5 ways linked with *cooperativeness* and *assertiveness* level of every party involved in conflict!
2. What is organizational culture and what is the difference with organizational climate?

Problem 4:

1. Explain the differences between mechanistic and organic organizational design!

2. Explain the impact of mechanistic and organic organizational design into productivity and job satisfaction!

Problem 5:

1. Explain what 360 degrees performance appraisal is and what is the difference between 360 degrees performance and conventional performance appraisal? Is 360 degrees performance appraisal impacting to the increasing of individual performance?
2. Explain what factors can cause *noise* in communication?

