



UNIVERSITY OF KELANIYA – SRI LANKA  
Centre for Distance and Continuing Education  
Faculty of Commerce & Management Studies

Bachelor of Commerce (Special) Degree Second Year Examination (External) – 2014  
November - 2017  
Year II

**BCOM E2025- Organizational Behavior**

**No. of Questions : Six (06)**

**Time: 03 hours**

**Answer five (05) questions only.**

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- 01 (a) What do you mean by Organizational Behavior? Explain how the subject of Organizational Behavior is related with other management areas. (06 marks)
- (b) What do you mean by a team? Explain why organizations need to concern about teams activities. (07 marks)
- (c) "Organizations are moving towards, group work". Explain the 05 stages of group development in organizations. (07 marks)
- (Total marks= 20)
02. (a) Briefly describe political strategies that managers commonly use in organizations. (06 marks)
- (b) "All people cannot play politics effectively". Explain the characteristics of people who can play politics effectively and the conditions that support the effectiveness of organizational politics. (07 marks)
- (c) Effective use of power depends on various factors briefly describe those factors. (07 marks)
- (Total marks= 20)
03. (a) Explain the term "Perception" (06 marks)

- (b) What stages could be included in perceptual process? Describe.  
(07 marks)
- (c) What are the differences between Personal Attribution and Situational Attribution? Explain  
(07 marks)  
(Total marks= 20)
04. (a) What are the relationship between Personal development and Career development?  
Explain.  
(06 marks)
- (b) It is difficult to motivate equally every employee. As a student, what are the different methods you could suggest to organization to motivate employees? Justify your answer using theoretical explanations.  
(07 marks)
- (c) "There is nothing called conflicting situations". Do you agree with this statement?  
Give reasons for your answer.  
(07 marks)  
(Total marks = 20)
05. (a) How do the big five personality traits predict individual behavior? Describe  
(06 marks)
- (b) Explain Sigmund Freud's structural id-ego-superego model of the human mind  
(06 marks)
- (c) What are the main barriers to effective communication? Explain 2 barriers for each which can occur from sender's side and from receiver's side.  
(08 marks)  
(Total marks= 20)
06. Briefly explain the following topics
- (a) Halo Effect
  - (b) Learning
  - (c) Projection
  - (d) Contrast Effect
  - (e) Stress
- (4 marks X 5 = Total marks 20)