



# 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) – 2015

March/ April 2021

(New/Old Syllabus)

### **BCOM E 2025 – Organizational Behaviour**

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

**Time: 03 hours**

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

#### **Question No. 01**

- a) Define organizational behavior and Describe the three main levels of organizational behavior.

(05 Marks)

- b) Explain the importance of the Hawthorne study in the evolution of organizational behavior

(07 Marks)

- c) A person's overall abilities are based primarily on intellectual and physical abilities. Explain.

(08 Marks)

**(Total 20 Marks)**

#### **Question No. 02**

- a) Define attitudes and explain the theory of Dissonance Theory.

(08 Marks)

- b) Explain the factors that affect perceptions and describe the problems that occur in perceptions.

(12 Marks)

**(Total 20 Marks)**

**Question No. 03**

- a) "Personality is the way a person reacts and interacts with others." Explain.  
(10 Marks)
- b) Explain the difference between a job and a career and describe career planning.  
(10 Marks)
- (Total 20 Marks)**

**Question No. 04**

- a). Define effective decision making and describe the effective decision-making process.  
(10 Marks)
- b). Describe 05 effective ways to motivate employees.  
(10 Marks)
- (Total 20 Marks)**

**Question No. 05**

- a). Explain the barriers to effective Communication in an organization.  
(05 Marks)
- b). Describe organizational politics.  
(06 Marks)
- c). Explain the difference between power, authority and influence.  
(09 Marks)
- (Total 20 Marks)**

**Question No. 06**

Briefly explain the following topics.

- a). Types of Stress
- b). Conflicts
- c). Bargaining
- d). Empowerment
- e). Henry Foyle's management principles

**(04 Marks x 05 = Total 20 Marks)**