



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) – 2021

March - 2024

BCOM E2025- Organizational Behavior

No. of Questions : Six (06)

Time: 03 hours

Answer five (05) questions only.

Question No. 01

- (a). What is meant by Organizational Behavior? And describe the relationship between organizational behavior and other management disciplines.

(10 Marks)

- (b). “Organizations tend to focus on group work.” Describe the 05 steps of group development in an organization.

(10 Marks)

(Total 20 Marks)

Question No. 02

“Perception can be defined as our recognizing, interpreting and retaining the sensory information in our mind.”

- (a) Briefly explain the main three (03) factors that influence a person’s perception

(10 Marks)

- (b) How does attribution theory affect perception? Describe with an example.

(10 Marks)

(Total 20 Marks)

Question No. 03

“Personality represents those structural and dynamic properties of an individual or individuals as they reflect themselves in characteristic responses to situations”. - Lawrence A. Pewin.

- (a) What is personality? And briefly explain the fundamental characteristics of personality.
(05 Marks)
 - (b) Personality trait — stable quality a person shows across most situations. Explain
(05 Marks)
 - (c) Briefly explain how the big five personality traits can influence the hiring decision of an organization.
(10 Marks)
- (Total 20 Marks)

Question No. 04

- (a) Briefly explain three different components of an attitude.
(06 Marks)
 - (b) Describe 02 theories of leadership and provide examples for each.
(06 Marks)
 - (b) “Management is about persuading people to do things they do not want to do, while leadership is about inspiring people to do things, they never thought they could.”
Comment on this statement emphasizing the differences between leaders and managers.
(08 Marks)
- (Total 20 Marks)

Question No. 05

- (a) Briefly explain the ways to use power effectively in an organization.
(05 Marks)
 - (b) “Politics have always been the systematic organization of hates.” Explain some reasons for organizational politics
(05 Marks)
 - (c) What are the factors that contribute to organizational politics? Critically evaluate.
(10 Marks)
- (Total 20 Marks)

Question No. 06

Briefly describe the following topics

- (a) Halo Effect and Contrast Effect
- (b) Effective Communication and mass communication
- (c) Need of Hierarchy and Two Factor Theories
- (d) Bargaining and Negotiation

(05 x 04 =20 Marks)

(Total 20 Marks)