



# 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) – 2022

December 2024

#### **BCOM E2025 – Organizational Behavior**

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

**Time: 03 hours**

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

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

- a). What is meant by Organizational Behavior?  
(04 Marks)
  - b). Briefly explain the main three (03) factors that influence a person's perception  
(06 Marks)
  - c). How does attribution theory affect perception? Describe with the examples.  
(10 Marks)
- (Total 20 Marks)**

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

- a). "Personality shapes behavior, relationships, and performance in organizations." Do you agree with this statement? Provide a detailed explanation to support your viewpoint."  
(06 Marks)
  - b). Explain the concept of personality and its relevance to workplace behavior.  
(06 Marks)
  - c). Describe the role of the Big Five personality traits in predicting employee performance.  
(08 Marks)
- (Total 20 Marks)**

**Question No. 03**

- a). Differentiate between intrinsic and extrinsic motivation with examples. (04 Marks)
  - b). Explain how Maslow's hierarchy of needs can be applied in the workplace to enhance employee motivation and performance (06 Marks)
  - c). Evaluate Herzberg's Two-Factor Theory and its application in improving job satisfaction. (10 Mark)
- (Total 20 Marks)**

**Question No. 04**

- a). Define transformational and transactional leadership styles. (06 Marks)
  - b). Analyze the impact of leadership styles on employee performance and organizational culture. (07 Marks)
  - c). Explain how situational leadership can be applied in a dynamic work environment. (07 Marks)
- (Total 20 Marks)**

**Question No. 05**

- a). Discuss the importance of effective communication in achieving organizational goals. (06 Marks)
  - b). Identify barriers to communication in a workplace and suggest solutions to overcome them. (07 Marks)
  - c). Explain the role of technology in enhancing communication within modern organizations. (07 Marks)
- (Total 20 Marks)**

**Question No. 06**

Write explanatory notes for any four of the following

- a). Empowerment
  - b). Team and Group
  - c). Charismatic Power
  - d). Conflict Management
  - e). The system Approach (04 Marks x 5)
- (Total 20 Marks)**