



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) – 2024

May – 2026

BCOM E 2025 - Organizational Behavior

No. of questions: Six (06)

Answer any five (05) questions.

Time: 03 hours

Question No. 01

a) Define the term *Organizational Behavior* and explain the importance of studying it in modern organizations.

(6 Marks)

b) A company is experiencing problems such as poor communication, employee conflicts, low motivation, and ineffective leadership. Employee turnover has increased rapidly during the last year.

i) Identify three (03) other Organizational Behavior issues related to the above situation and briefly explain their relevance to the incident.

(06 Marks)

ii) Recommend suitable motivational strategies to improve employee performance and employee retention rate

(08 Marks)

(Total 20 Marks)

Question No. 02

a) Explain the concept of employee attitudes.

(04 Marks)

b) Describe the major components of attitudes.

(06 Marks)

c) Discuss how perception influences employee behavior at the workplace using practical examples.

(10 Marks)

(Total 20 Marks)

Question No. 03

- a) Define personality and explain its importance in organizational settings. (06 Marks)
- b) Discuss any two theories of motivation. (06 Marks)
- c) Explain how managers can improve employee motivation in organizations. (08 Marks)
- (Total 20 Marks)**

Question No. 04

- a) Define organizational communication. (05 Marks)
- b) Explain the barriers to effective communication. (07 Marks)
- c) Discuss the importance of effective communication for organizational success. (08 Marks)
- (Total 20 Marks)**

Question No. 05

- a) Define leadership and distinguish between leadership and management. (06 Marks)
- b) Explain any two leadership theories. (06 Marks)
- c) Discuss the qualities of an effective leader. (08 Marks)
- (Total 20 Marks)**

Question 06

Choose **four (04)** of the following questions and write short notes.

- a) Differentiate between a group and a team.
- b) Explain the different types of conflicts found in organizations.
- c) Describe power, politics, and empowerment in organizations.
- d) Discuss the process of effective decision-making in organizations.
- e) Explain organizational culture and organizational change in modern Organizational Behavior.

(4X 05 Marks = Total 20 Marks)