



# University of Kelaniya – Sri Lanka

## *External Examinations Branch*

**Bachelor of Commerce (Special) Degree Second Examination (External)- 2010  
December 2011/ January 2012**

**Faculty of Commerce and Management**

**BCOME 2025 -Organizational Behavior**

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

**Time: 03 hours**

**Answer only five (05) questions**

- (01) a) Discuss the significance of studying of Organizational Behaviour for an engineer.  
(06 Marks)
- b) Describe the perceptual process and elaborate upon factors affecting perception.  
(06 Marks)
- c) Elaborate stereo typing with an example.  
(08 Marks )  
(Total Marks 20)
- (02) a) Compare and contrast Maslow's Hierarchy of needs theory with McClland theory of needs.  
(06 Marks)
- b) Can an individual be too motivated, so that performance declines as a result of excessive effort? Discuss.  
(06 Marks)
- c) "Individual differences among people in a workplace play a significant role in determining the employee's level of motivation" Do you agree or disagree with this statement, Discuss.  
(08 Marks)  
(Total Marks 20)
- (03) a) Discuss how the "Big five" personality attributes affect a manager's own behavior in dealing with subordinates.  
(06 Marks)
- b) Evaluate how strategy and environment are critical in determining organizational structure

(04) a) Explain the causes of stress that can affect job with suitable examples.

(06 marks)

b) Job stress can have physiological, psychological and behavioural effects'. Do you agree with this statement? Give reasons for your answer.

(06 marks)

c) Describe appropriate individual and organizational coping strategies for stress and conflict.

(08 Marks)

(Total Marks 20)

(05) a) Specify the steps in the communication process and describe individual and organizational barriers to effective communication in each step.

(06 marks)

b) Examine the formal and informal communication systems and recognize the need for effective communication in the fulfillment of management functions.

(06 marks)

c) "Ineffective communication is the fault of the sender" Do you agree or disagree. Discuss

(08 marks)

(Total Marks 20)

(06) Write short notes on four of the following topics.

a). Job satisfaction and employee absenteeism.

b). Projection

c). Stress and organizational performance.

d). Power and politics.

e). Nonverbal communication.

(Total Marks 5 x 4= 20)