



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) – 2019

July – 2025

BCOM E 2025 - Organizational Behavior

No. of questions: Six (06)

Answer any five (05) questions.

Time: 03 hours

Question No. 01

- a). "Define 'organizational behavior' and explain its interdisciplinary nature."
(08 Marks)
- b). "Discuss how organizational behavior is developed by at least three different fields of study, such as psychology, sociology, anthropology, economics, or management, and provide specific examples of how each field contributes to workplace behavior."
(12 Marks)
- (Total 20 marks)**

Question No. 02

- a) Define perception in the context of organizational behavior and discuss its significance in workplace settings.
(06 marks)
- b). Discuss the connection between individual psychology and organizational behavior with relevant examples.
(14 marks)
- (Total 20 marks)**

Question No. 03

- a). Define personality and analyze how individual personality traits affect employee performance and workplace relationships.
(10 marks)

- b). What are the key sources of power in the workplace? Explain how each type can be used effectively in management situations.

(10 marks)

(Total 20 marks)

Question No. 04

- a). Explain the concept of conflict in organizations and examine both its positive and negative consequences for organizational effectiveness.

(10 marks)

- b). What is negotiation in organizational behavior? Classify different negotiation styles and illustrate their application in workplace scenarios.

(10 marks)

(Total 20 marks)

Question No. 05

- a). What is decision-making in organizational behavior? Discuss the decision-making process and factors that influence effective decisions in the workplace.

(10 marks)

- b). Compare and contrast how different communication methods (formal vs. informal) impact employee motivation levels.

(10 marks)

(Total 20 marks)

Question No. 06

Write answers briefly for the following

- a) Big Five Personality
- b) Team and Group
- c) Job satisfaction
- d) Organizational Culture
- e) Organizational /Official politics

(Marks 4 X5)

(Total 20 marks)