

Index Number:



University of Kelaniya - Sri Lanka

Centre for Distance and Continuing Education

Faculty of Commerce & Management Studies

Bachelor of Business Management (General) Degree Third Examination (External) – 2013

January - 2017

BMGT E3055 – Organizational Behaviour

Time: 03 Hours

This paper consists of two (02) parts - Part I and Part II

Instructions

- (i) Answer all questions in part I
- (ii) Part I contains 10 Multiple Choice Questions and 06 short questions. Total marks for Part I is 40.
- (iii) Part II comprises of 05 questions and you have to answer only 03 questions. Each question carries equal marks. Total marks for part II is 60.
- (iv) It is compulsory to write answers for the questions in part I in the question paper itself and it should be attached to the answer booklet containing answers for part II.
- (v) Part I of the question paper should not be taken out of the examination Hall.

Part I

Underline the most appropriate answer for each question states below.

01. In present context, challenges for the study of OB are
 - a. Employee expectation
 - b. Workforce diversity
 - c. Globalization
 - d. All of the above

02. What is social loafing?
 - a. A process where individuals in teams work less hard than they would individually
 - b. A process where individuals work harder when they are in teams
 - c. When someone hangs around with others and enjoys the camaraderie of being part of a team
 - d. Team building activities

03. Which of the following is a relatively permanent change in behavior that occurs as a result of experience?
 - a. Learning
 - b. Selectivity
 - c. Personality
 - d. Consensus

04. Researchers have indicated that relationship conflicts tends to be
 - a. Functional
 - b. Dysfunctional
 - c. Emotional
 - d. subtle

05. When a cat responds to the opening of a cupboard it expects food, the opening of the cupboard is the:
- Conditioned response
 - Unconditioned stimulus
 - Conditioned stimulus
 - Unconditioned response
06. Which of the following statements is false about the bases of power?
- Reward power comes from a manager's use of positive outcomes for a subordinate's performance
 - Expert power derives from the manager's technical knowledge
 - Information power comes from the control and distribution of information in an organization
 - Personal bases of power flow from one's organizational position
07. Which of the following statements is false about functional and dysfunctional conflicts in organizations?
- Conflict is dysfunctional when it hinders group performance
 - Conflict management does not include maintaining conflict at functional levels
 - Conflict that is functional in one group can be dysfunctional in another group
 - Dysfunctionally high conflict can reduce trust
08. Which of the following is not a theory of learning?
- Classical Conditioning
 - Operant Conditioning
 - Fiedler's theory
 - Social Learning
09. Which of the following is a dimension of the Big five Personality Model?
- Locus of Control
 - Self-monitoring
 - Machiavellianism
 - Emotional stability

10. A process by which individuals organize and interpret their sensory impressions in order to give meaning to their environment is known as,
- a. Personality
 - b. Perception
 - c. Attitude
 - d. Motivation

(10*02 marks = 20 marks)

11. Name three (03) main components of Attitudes

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(03 marks)

12. What are the differences between 'Groups' and 'Teams'?

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(03 marks)

13. What are the types of conflicts you need to look at to differentiate functional from dysfunctional conflict?

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(03 marks)

14. What are the three (03) essential management skills have been identified by Robert Katz?

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(03 marks)

15. Name four (04) factors that affect the design of the organization structure

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(04 marks)

16. Name four (04) roles of leadership introduced by Henry Mintzberg

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(04 marks)

(Total 40 marks)

Part II

Answer any three (03) questions from the given five (05) questions in this part.

Question No. 01

- a. *“Just because something has been learned, it does not mean that it will result in a change in behaviour.”* Elaborate this statement using the processes of social learning theory.

(10 marks)

- b. How do you predict the behaviour of following employee relating to the given incident? Explain your answer using the Attribution Theory.

“Viraj is making poor-quality products using machine A.”

(10 marks)

(Total 20 marks)

Question No. 02

- a. Identify and briefly explain the primary characteristics that determine the nature of organizational culture.

(08 marks)

- b. *“When describing an incident involving conflict, we are usually referring to the observable part of conflict. But it is only a small part of the conflict process. Conflict is a process consisted with several stages.”*

Discuss above statement.

(12 marks)

(Total 20 marks)

Question No. 03

- a. *“Heredity does not affect to develop individual personality.”*

- (i) Build an argument to support this statement
- (ii) Build and argument against this

(06 marks)

- b. What power tactics do individuals use to translate power bases into specific action?

(07 marks)

- c. What is political behaviour and how would you distinguish between legitimate and illegitimate political behaviour?

(07 marks)

(Total 20 marks)

Question No. 04

- a. What are the methods of interpersonal communication? List down advantages and disadvantages of each method.

(08 marks)

- b. *“Group properties explain the group structure and predict individuals’ behavior and performance within the group”.*

Elaborate this statement using relevant examples

(12 marks)

(Total 20 marks)

Question No. 05

- a. Briefly describe one theory of leadership and explain how it can be applied to explain the leadership behaviour of managers attached to modern organizations.

(10 marks)

- b. What forces act as stimulants to change and what is the difference between planned and unplanned change?

(10 marks)

(Total 20 marks)

