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SCHOOL OF ACCOUNTING AND BUSINESS
BSc. (APPLIED ACCOUNTING) GENERAL / SPECIAL DEGREE
PROGRAMME

END SEMESTER EXAMINATION – FEBRUARY 2015

MGT 30525 Organisational Behaviour

Date	:	08 th February 2015
Time	:	9.00 a.m. – 11.30 a.m.
Duration	:	Two and half (02 ½) Hours

Instructions to Candidates:

- Paper consists of Three Sections (A, B and C).
- Section A - Answer **ALL** questions in the sheet provided.
- Section B - Answer **any four (04) questions** given in this section.
- Section C - Answer **any one (01) question** given in this section.
- The candidates are supposed to present their answers for the particular questions under the three section names.
- Answers should be written neatly and legibly.

Section A

Answer **all ten (10) multiple choice questions** given in this section.

1. The discipline of Organizational Behaviour (OB) is recognized as
 - a. a functional discipline.
 - b. a vertical discipline
 - c. an applied behavioural science
 - d. none of above.

2. A framework to study OB deals with
 - a. people behaviour.
 - b. management process.
 - c. organizational context.
 - d. all of above.

3. Social factors at work, groups, leadership, informal organization, people behaviour, etc. are emphasized in the
 - a. Classical approach.
 - b. Human Relations approach.
 - c. Systems approach.
 - d. Contingency approach.

4. The study of societies to learn about human beings and their behaviours has been contributed to OB from
 - a. Psychology.
 - b. Anthropology.
 - c. Economics.
 - d. Political Science.

5. The manager who observes members of the group are working well on their own is identified as
 - a. a democratic leader.
 - b. an autocratic leader.
 - c. a laissez-faire leader.
 - d. a consultative leader.

6. A first order outcome of an employee is identified with his or her
 - a. salary increase.
 - b. job security.
 - c. tardiness.
 - d. co-workers.

7. It is not among the five types of power sources in organizations.
 - a. Coercive power
 - b. Reward power
 - c. Referent power
 - d. Political power

8. Culture of an organization is referred to its
 - a. personality.
 - b. way to face and solve problems.
 - c. shared meanings among the members.
 - d. all of above.

9. Organizational change refers to the alteration of
 - a. people.
 - b. structure.
 - c. technology.
 - d. any of above.

10. A method of changing behaviour through unstructured group interaction is named as

- a. Team building.
- b. Intergroup development.
- c. Sensitivity training.
- d. Survey feedback.

(Total 20 Marks)

Section B

Answer **any four (04) questions** given in this section.

Question No. 01

- i. Define “Organizational Behaviour (OB)” in your own words.

(05 Marks)

- ii. Briefly explain five (05) points on how OB would be helpful for managing modern business organizations.

(10 Marks)

(Total 15 Marks)

Question No. 02

- i. Briefly explain the four (04) common factors to any organization.

(08 Marks)

- ii. Distinguish the “formal organization” from the “informal organization”.

(07 Marks)

(Total 15 Marks)

Question No. 03

- i. Explain one of the management systems with examples.
(09 Marks)
 - ii. State six (06) points on how to manage people in organizations effectively.
(06 Marks)
- (Total 15 Marks)**

Question No. 04

- i. What are the seven (07) principles that support to develop leadership in organizations successfully?
(07 Marks)
 - ii. Briefly explain four (04) factors leading to job satisfaction.
(08 Marks)
- (Total 15 Marks)**

Question No. 05

- i. What are the barriers for effective communication in organizations?
(07 Marks)
 - ii. State eight (08) factors for developing high-performing teams in Sri Lankan organizations.
(08 Marks)
- (Total 15 Marks)**

Section C

Answer **any one (01) question** given in this section.

Question No. 06

“Companies are always engaged in internal political struggles, power struggles, infighting, and so on. That’s normal life. Organizational politics consists of intentional acts of influence undertaken by individuals or groups to enhance or protect their selfinterest when conflicting courses of action are possible”.

- i. Briefly explain five (05) types of power sources that could be used by managers in Sri Lankan organizations.

(10 Marks)

- ii. Suggest ten (10) political strategies which would be effectively used within the cultures of Sri Lankan organizations.

(10 Marks)

(Total 20 Marks)

Question No. 07

“Leaders often wonder why they can’t get involved in making the changes they are necessary. They articulate a new vision and change a few policies. They might even replace a few key people. But nothing does substantive changes. The problem is that culture is largely invisible to those inside of it. It’s like water to a fish or air to a bird. It’s simply the environment we live in.”

- i. Describe the benefits of organizational culture to managing an organization.

(10 Marks)

- ii. Discuss how to manage an organizational change with appropriate examples.

(10 Marks)

(Total 20 Marks)