

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

**END SEMESTER EXAMINATION – JANUARY 2017**

**MGT 30525 Organizational Behavior**

Date : 22nd January 2017  
Time : 1.00 p.m. - 3.30 p.m.  
Duration : Two and a 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** questions

### **Question No. 01**

1. The field of Organizational Behaviour (OB) is recognized as
  - a. a functional discipline.
  - b. a vertical discipline.
  - c. an applied behavioural science.
  - d. none of the above.
2. A framework to study OB ends with
  - a. people behaviour.
  - b. management process.
  - c. organizational context.
  - d. organizational performance.
3. “The organization is a collection of subsystems and it highly interacts with the external environment” is emphasized in the
  - a. Classical approach.
  - b. Human Relations approach.
  - c. Systems approach.
  - d. Contingency approach.
4. The way people communicate each other in a social setting can better be understood using the insights given in
  - a. Psychology.
  - b. Sociology.
  - c. Economics.
  - d. Social Psychology.
5. The genuine style of leadership is well felt by the subordinates when they work for
  - a. a consultative leader.
  - b. an autocratic leader.
  - c. a laissez-faire leader.
  - d. a participative leader.

6. A first order and a second order outcome of an employee is identified respectively with
- performance and promotion.
  - promotion and performance.
  - recognition and promotion.
  - promotion and recognition.
7. It is the most powerful among the five types of power in organizations.
- Coercive power
  - Reward power
  - Referent power
  - Political power
8. Culture of an organization is explained in terms of
- power.
  - task.
  - role.
  - all of the above.
9. The human oriented change in an organization is known as
- a planned change.
  - a non-planned change.
  - organizational development.
  - a radical change.
10. The structure of an organization focusing on developing the interpersonal relationships is identified as
- a mechanistic structure.
  - a hierarchical structure.
  - an organic structure.
  - non of the above.

**(Total 20 Marks)**

### **Section – B**

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

#### **Question No. 02**

- i. What is meant by Organizational Behaviour (OB)?

(05 Marks)

- ii. Briefly explain five (05) implications of OB for managers.

(10 Marks)

**(Total 15 Marks)**

#### **Question No. 03**

- i. Briefly explain how four (04) common factors to organizations differ in their applications.

(10 Marks)

- ii. Distinguish ‘formal’ and ‘informal’ organizations.

(05 Marks)

**(Total 15 Marks)**

#### **Question No. 04**

- i. Compare and contrast ‘Theory X’ with ‘Theory Y.’

(08 Marks)

- ii. List down seven (07) points involving to manage people in organizations effectively.

(07 Marks)

**(Total 15 Marks)**

**Question No. 05**

- i. Distinguish ‘transactional leadership’ and ‘transformational leadership.’

(07 Marks)

- ii. Briefly explain four (04) types of leadership systems with examples.

(08 Marks)

**(Total 15 Marks)**

**Question No. 06**

- i. Explain the ‘intrinsic work motivation’ with examples.

(07 Marks)

- ii. State eight (08) factors for developing effective teams in organizations in Sri Lanka.

(08 Marks)

**(Total 15 Marks)**

### **Section – C**

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

#### **Question No. 07**

“Whatever else organizations may be (problem-solving instruments, sociotechnical systems, reward systems, and so on), they are political structures. This means that organizations operate by distributing authority and setting a stage for the exercise of power. It is no wonder, therefore, that individuals who are highly motivated to secure and use power find a familiar and hospitable environment in business.”

- i. Briefly explain five (05) types of power used in organizations.

(10 Marks)

- ii. List down ten (10) political strategies used by managers in Sri Lankan organizations.

(10 Marks)

**(Total 20 Marks)**

#### **Question No. 08**

“One of the biggest challenges a company faces is changing its culture through which to getting its people to collaborate and be humble, and put the company’s long-term interests first towards its development. But most behavior-change initiatives accomplish little, at best.”

- i. Briefly explain five (05) types of organizational culture with examples.

(10 Marks)

- ii. Explain briefly five (05) major techniques used to develop organizations.

(10 Marks)

**(Total 20 Marks)**