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

END SEMESTER EXAMINATION – JANUARY 2018

MGT 30525 Organisational Behaviour

Date : 12th January 2018
Time : 5.30 p.m. - 8.00 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

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

1. Organizational Behaviour (OB) is a discipline which studies about
 - a. individual and group behaviour.
 - b. patterns of structures.
 - c. influences of environments.
 - d. all of above.

2. A framework to study OB ends with
 - a. knowing people behaviour in the organization.
 - b. understanding nature and purpose of the organization.
 - c. knowing organizational effectiveness.
 - d. helping to enhance organizational performance.

3. The synergetic effect of the subsystems of an organization has been well explained by the
 - a. Classical approach.
 - b. Human Relations approach.
 - c. Systems approach.
 - d. Contingency approach.

4.is more helpful to understand the impact of power and tactics used by the actors in a social setting.
 - a. Psychology
 - b. Anthropology
 - c. Sociology
 - d. Political Science

5. is where the manager tries to sell the decision making to the subordinates.
 - a. Democratic style
 - b. Autocratic style
 - c. Genuine style
 - d. Commanding style

6. The need of using the ego of a worker with his or her co-workers is referred to the
 - a. self-esteem need.
 - b. security need.
 - c. self-actualization need.
 - d. belonging need.

7. Work engagement could be used by managers in order to support the workers'
 - a. delegation.
 - b. unionization.
 - c. empowerment.
 - d. subordination.

8. provide the basis to think of modifying the values of members in an organization.
 - a. Artefacts
 - b. Actions
 - c. Espoused values
 - d. Beliefs

9. It is a new design of the Organizational Structure.
 - a. Bureaucracy
 - b. Mechanistic structure
 - c. Hierarchical structure
 - d. Family-friendly organization

10. It is the Organizational Development (OD) technique that an outside consultant helps the manager understand how interpersonal processes affect the way work.
- Team building.
 - Process consultation.
 - Sensitivity training.
 - Survey feedback.

(Total 20 Marks)

Section – B

Answer **any four (04)** Questions

Question No. 02

- Define the term, ‘Organizational Behaviour (OB)’ with your own words.
(03 Marks)
 - Briefly explain six (06) points to highlight the importance of OB for managers to run their organizations effectively in the today’s competitive business environment.
(12 Marks)
- (Total 15 Marks)**

Question No. 03

- Describe how four (04) common factors to organizations could be seen differently in their application.
(08 Marks)
 - Compare the concepts of ‘formal’ and ‘informal’ organizations.
(07 Marks)
- (Total 15 Marks)**

Question No. 04

- i. Explain why OB has been recognized as an ‘interdisciplinary field of study.’
(07 Marks)
 - ii. Describe the contribution of four (04) behavioural sciences for the development of OB.
(08 Marks)
- (Total 15 Marks)**

Question No. 05

- i. Explain the Managerial Grid theory and its importance for managers to lead people in the modern workplace.
(08 Marks)
 - ii. State seven (07) principles for developing successful leadership in an organization.
(07 Marks)
- (Total 15 Marks)**

Question No. 06

- i. Explain any motivation theory that you learned in the class-room.
(07 Marks)
 - ii. Briefly explain eight (08) points to develop high-performing teams in an organization.
(08 Marks)
- (Total 15 Marks)**

Section – C

Answer any one (01) Question

Question No. 07

“It is no wonder, that individuals who are highly motivated to secure and use power find a familiar and hospitable environment in business. At the same time, executives are reluctant to acknowledge the place of power both in individual motivation and in organizational relationships”.

- i. Describe why power should be used ethically by managers in organizations.

(10 Marks)

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

(10 Marks)

(Total 20 Marks)

Question No. 08

“One of the most important building blocks of highly successful organizations and extraordinary workplaces is organizational culture. The most important thing about culture is that it’s the only sustainable point of difference for any organization. Anyone can copy a company’s strategy, but nobody can copy their culture.”

- i. Briefly explain five (05) major benefits of organizational culture to managers.

(10 Marks)

- ii. Describe the Lewin’s three-phase model of organizational change and development with appropriate examples.

(10 Marks)

(Total 20 Marks)