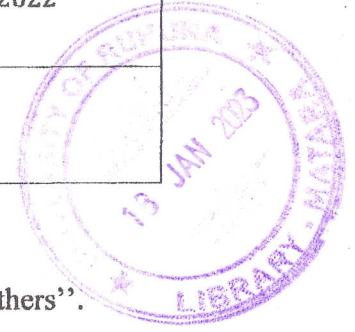
	UNIVERSITY OF RUHUNA FACULTY OF MANAGEMENT AND FINANCE	No. of Pages : 02 No. of Questions: 05 Total Marks : 70
	BACHELOR OF BUSINESS ADMINISTRATION HONOURS DEGREE 2000 LEVEL FIRST SEMESTER END EXAMINATION – AUG./SEP. 2022	<i>Three Hours</i>
BBA 21033 – Organizational Behavior		Academic Year 2021/2022
Instructions ➔ Answer all the questions.		



1. “Personality is the sum of ways in which an individual reacts to and interacts with others”.
 - I. Explain briefly whether an individual’s personality is the result of heredity or environment or both.

(07 Marks)
 - II. Discuss how an individual matches his personality to the job using Holland’s personality-job fit theory.

(07 Marks)

(Total Marks 14)

2. “Some argue that the current economic and political crises in the country should be solved with a system change while others expect solutions to be found in the collective efforts of individuals within the existing system”
 - I. Based on the above statement, explain the factors that influence on different perception among individuals on the same phenomenon

(07 Marks)
 - II. Using the three Component Model of Creativity briefly discuss key factors influence on individual’s creativity.

(07 Marks)

(Total Marks 14)

3. "Fuel supply was limited due to the Dollar crisis and there were a lot of frauds and corruptions with fuel in the country in the recent past while simultaneously, a black market price for fuel emerged. In order to control this scenario the government, based on the quantity of seized fuel, a system of financial rewards was introduced to the police officers".

I. Can the Ministry of Defense encourage police offices with this financial reward package? Give your comments based on any motivational theory.

(07 Marks)

II. Discuss how employees in an organization reach their expected performance levels through the Goal-Setting Theory

(07 Marks)

(Total Marks 14)

4. "How to create effective working groups are big challenges for managers in business organizations due to the organized concepts of a group"

I. Explain briefly how the group roles, norms, and status influence the group performance in an organization.

(07 Marks)

II. Discuss strengths and weaknesses between group decision-making and individual decision-making.

(07 Marks)

(Total Marks 14)

5. Write short notes on four (04) of the following concepts.

- I. Sources of Emotions and Moods
- II. Emotional intelligence and emotional labour
- III. Trait theories vs. Behavioral theories in leadership
- IV. Situational leadership theory (SLT) and employee performance
- V. Impact of Two types of discrimination on organizational performance

(Each carries 3.5 Marks)

(Total Marks 14)
