

	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 (REPEAT OLD SYLLABUS) – AUG./SEP. 2022	<i>Three Hours</i>
BBA 2105 – Organizational Behavior		
Instructions ➔ Answer all the questions.		

1. “Personality refers to the ways in which people react and interact with others and individuals’ personality is determined with many factors”.

I. Briefly explain with appropriate examples the factors that determine the individuals’ Personality.

(07 Marks)

II. Discuss the contribution of the Big five personality traits on the success of the job performance in an organization.

(07 Marks)

(Total Marks 14)

2. “Perception is the process by which individuals select, organize, and interpret the input from their senses to give meaning and order to the world around them”

I. List out and briefly explain the factors that influence the individual perception Process

(07 Marks)

II. Explain with examples how attribution theory can be used to predict individual behavior.

(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. Barriers to changing employee attitudes

II. Emotional intelligence vs. employee career success

III. Trait theories vs. Behavioral theories in leadership

IV. Five stage Group Development Model

V. Impact of Two types of discrimination on organizational performance

(Each carries 3.5 Marks)

(Total Marks 14)
