



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(REPEAT/OLD SYLLABUS)
EXAMINATION - AUG/SEP 2023

Three Hours

BBA 2105 - Organizational Behavior

Academic Year 2022/2023

Instructions

- Instructions: The Question paper contains 05 questions and 02 pages.
- Answer the all Questions

1. "If managers desire to enhance their comprehension of an individual's conduct within an organization, it is advantageous for them to possess knowledge regarding that individual's personality."

- I. Elaborate on the process of the development of an individual's personality. (07Marks)
- II. Why do managers demonstrate empathy towards the Big Five personality traits when they are in the process of selecting executives for their organizations? Give your comments (07 Marks)

(Total Marks: 14)

2. "Perception is the process through which we interpret sensory information to comprehend the world around us. Perception assists in comprehending our environment, identifying patterns, and making decisions, thus shaping our cognitive understanding and responses".

- I. Define perception as explained by Robbins in the context of Organizational Behavior (02 Marks)
- II. Briefly explain the factors that influence individuals' perception with examples. (05 Marks)
- III. Describe the three factors that determine attributions as proposed by the Attribution theory. Provide an example that illustrates how these factors can result in different attributions for the behavior. (07 Marks)

(Total Marks: 14)

3. "An attitude is a predisposition to respond in a positive or negative way to someone or something in one's environment "

I. Describe briefly functions of Attitudes that sustain by the employees in an Organization.
(07 Marks)

II. Suggest and discuss factors that can be used to Increase job satisfaction of Organizations in Sri Lanka.
(07 Marks)

(Total Marks: 14)

4. "Studying group behavior enables understanding of diverse group types, developments of groups and impacts of group characteristics on organizational performance "

I. Briefly explain how a group can be developed using the five stages of the group development process
(06 Marks)

II. What are the group properties that can be understood within a group setting? By Selecting one of them, explain with examples how it influences group performance in an organization
(08Marks)

(Total Marks: 14)

5. A leader's influencing push is not enough to achieve results; the pull of a powerful, impelling vision is required"
Discuss the above statement emphasizing the vision to results model

(Total Marks: 14)
