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UNIVERSITY OF RUHUNA

FACULTY OF MANAGEMENT AND FINANCE

Bachelor of Business Administration Degree Programme 2000 Level Semester II

Examination (March / April 2019)

Academic Year 2018/2019

BBA 2203– Organizational Behavior (Repeat)

Duration : Two hours

The Question Paper contains 05 questions.

Answer four Questions only

1.

- a. Raju has been a clerk in a business firm for over a decade. He feels that he has been doing his job efficiently. However the promotion to a supervisory position, which has been expecting, has never materialized. He feels sad about it and a little angry with his manager, Ranjith, who is responsible for promotions. Raju feel that a deserving promotion has been denied to him and he attribute it to the fact that Raju belongs to a community different from Ranjith

Analyse the “feelings” and “behaviours” of Raju In light of your knowledge on organizational behavior

(9 Marks)

- b. Define Organizational Behavior and explain what are the levels of analysis in Organizational Behavior model? Explain

(6 Marks)

(Total Marks 15)

2.

a. "Since Behavior is generally predictable, there is no need to formally Organizational Behavior". Discuss.

(6)

b. What do you meant by attitude? Explain the various components of attitude examples.

(9)

(Total Ma

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3.

a. What can the management do to satisfy the various levels of workers as shown in Maslow's Model? Explain your answer

(6)

b. "Most effective leaders show great concern for both the task and people" Comment on the validity of the statement providing a theoretical framework

(9)

(Total Ma

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4.

a. What are the factors influencing on the perception. Explain

(6)

b. Suggest and discuss the ways how you can enhance the job satisfaction of employees in private sector in Sri Lanka

(9)

(Total Ma

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5. Write short notes on the following

a. Deep level diversity

b. Big -Five model of personality

c. Emotions and mood

d. Trait theory of leadership

e. Contributing disciplines of Organizational Behavior

3 marks

(Total Ma

2.

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