



**UNIVERSITY OF RUHUNA**  
FACULTY OF MANAGEMENT AND FINANCE

No of Pages: 03  
No of Questions: 05  
Total Marks: 70

BBA 2105 – ORGANIZATIONAL BEHAVIOR

BACHELOR OF BUSINESS ADMINISTRATION DEGREE 2000 LEVEL

FIRST SEMESTER END EXAMINATION – JANUARY 2015

Three Hours

**Instructions**

➔ Answer four questions including Question Number One.

**“Presentation Skills Bring Opportunities”**

- 1). “Mr. Prasanna is an innovative production manager in a building construction organization established recently in Southern Province in Sri Lanka and Mr. Nimal is a management trainee in the production department having a bachelor of business administration degree from the reputed University of Sri Lanka . Further assume that the production manager decided to do a presentation about his newly produced multifunctional machine in the department for a group which was selected from the islandwide building constructors next day at 10.00am. Unfortunately, after confirming the presentation, the son of the production manager was seriously injured as a result of a road accident. When the production manager informed the incident to the senior management of the company, he was released from his all duties and Mr. Nimal was appointed as the acting production manager in the department for three weeks. Further General Manager of the Company said to Mr. Nimal “if you are difficult to do the presentation tomorrow for our important customers, I would like to cancel it”. Although there is a risk of doing the presentation, Mr. Nimal could not cancel the presentation with influences of the department practices. Meanwhile Mr. Nimal’s best friend said him that although you have stress of being less experienced; you have a good opportunity to show your talent to the senior management. Finally, as his first duty he decided to do the presentation next morning. On this ground he collected all

information about the customers and the product for the presentation. Considering above mini case, answer for the following questions

i). What are the factors that should be excluded when preparing the best Presentation?

(9Marks)

ii). Identify the main headings that should be included in the Presentation.

(8Marks)

iii). What are the factors that should further be considered to improve the presentation?

(8 Marks)

(Total Marks 25)

2). "Work groups are not unorganized mob; they have properties that shape members' behavior and help predict individual behavior within the group as well as the performance of the group itself"

i). How do you recognize group properties and their influence on group performance?

(7Marks)

ii). Why do managers in the present business environment like to convert their traditional group activities into team activities? Explain with an example from the Sri Lankan context

(8Marks)

(Total Marks 15)

3). "Complex Computers are still relatively simple information processing units when we compare with the Human information processing".

i). Do you agree with this statement? Explain steps in the Human information processing

(7Marks)

ii). Discuss the relative importance of perception in the individual decision-making process in a business organization

(8Marks)

(Total Marks 15)

4). "Organizational conflict is the self interested strategy that arises when the goal directed behavior of one person or group blocks the goal directed behavior of another person or group-Jennifer"

i).How do you recognize a conflict? Explain your idea considering the transition of conflict thought?

(7 Marks)

ii).Why managers do need to study the steps of conflict process to be effective in a decision making process to prevent dysfunctional conflicts between different groups in an organization?

(8 Marks)

(Total Marks 15)

5). "Vision is a long-term strategy for attaining goals in an organization and leaders are currently facing changes of power, laws, regulations , social norms and other factors."

How do you recognize a leader's roles in a current business organization with an effective vision as a concrete strategy?

Justify your answer with suitable leadership theories and if necessary examples

(Total Marks 15)

