



UNIVERSITY OF RUHUNA

FACULTY OF MANAGEMENT AND FINANCE

Bachelor of Business Administration Degree Programme 2000 Level (Old Syllabus) First Semester End (Repeat) Examination

(November / December 2021)

BBA 2105 - Organizational Behavior

Instructions: The Question paper contains 05 questions and 03 pages.

Answer only four (4) Questions including question number one (1).

Time: Three hours (03)

Total Marks: 70

1). "There are certain fundamental consistencies underlying the behavior of all individuals in an organization which can be identified in a simple way. But managers must develop a specific approach to forecast all types of employee behavior to be successful in an organization."

I. How do you understand this statement? Give your comments.

(07 Marks)

II. Explain how should managers develop their approaches to forecast the behavior of workers in their organizations.

(07Marks)

III. Discuss opportunities and challenges of organizational behavior in the future business environment.

(08 Marks)

(Total Marks 22)

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?
(08 Marks)

II. Explain with examples how attribution theory can be used to predict individual behavior.
(08 Marks)
(Total Marks 16)

3. "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 determined the individuals' personality.
(08 Marks)

II. Discuss the contribution of the Big five personality traits on the success of the job performance in an organization.
(08 Marks)
(Total Marks 16)

4. "Although most of the people have given high consideration on money, it doesn't do much to improve happiness after existence needs (food, clothing, and shelter) are met."

I. Explain this statement using any motivation theory which you have learnt in the classroom.
(08 Marks)

II. Discuss how Expectancy theory can be applied to motivate employees.
(08 Marks)
(Total Marks 16)

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

- I. Five stage Group Development Model
- II. Emotional intelligence of employees in an organization
- III. Characteristics of Effective communication
- IV. Barriers to changing employee attitudes
- V. Learning theories
- VI. Decision making models in an organization

(Each carries 04 Marks)

(Total Marks 16)
