

THE OPEN UNIVERSITY OF SRI LANKA
BACHELOR OF MANAGEMENT STUDIES HONOURS DEGREE PROGRAMME
LEVEL 6
MSU6411/MCU4211 – MOTIVATION AND PERFORMANCE APPRAISAL
IN ORGANIZATIONS
FINAL EXAMINATION – DECEMBER 2019



DURATION: 03 HOURS

21

Date: 28st December 2019

Time: 1.30 p.m. to 4.30 p.m.

Instructions: ANSWER ANY **FIVE (05)** QUESTIONS.

ALL ANSWERS SHOULD BE WRITTEN NEATLY AND FOCUSED.

1. a). How do Process Theories of Motivation differ from Content Theories? Explain the practical implication of these theories of Motivation in a business context. (12 marks)
b). What do you mean by Performance Appraisal and Performance Management? Explain with examples. (08 marks)
2. Do you think motivational theories can be successfully applied to understand employee motivation in Sri Lankan organization? What are the difficulties that the management might face in attempting to use motivation theories in their business decision making? (20 marks)
3. a). "The basic human needs are organized into a hierarchy of relative prepotency" Do you agree with statement? Explain your answer using relevant examples. (10 marks)
b). What are the limitations of Maslow's Need Hierarchy Theory? Discuss these issues from your point of view. (10 marks)
4. a). Discuss using examples, the possible relationships between job attitudes and job behavior on job satisfaction (10 marks)
b). "A state of dissatisfaction is a necessary but not sufficient condition for performance" do you agree with this statement? Elaborate your answer in the light of satisfaction and performance. (10marks)
5. a). "The performance appraisal will improve employee performance". Discuss this statement using relevant examples. (10 marks)
b). Discuss the implications of the two factor theory from the point of view of a practicing Manager. (10 marks)
6. Write short notes of the followings
a). Feedback
b). Managing Poor Performance
c). Management by Objectives (MBO)
d). Job Characteristics

(5x4=20 marks)

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