

**THE OPEN UNIVERSITY OF SRI LANKA
COMMONWEALTH EXECUTIVE MASTER OF BUSINESS/
PUBLIC ADMINISTRATION
MCP1602/MSP9402 – MANAGEMENT AND ORGANIZATIONS
FINAL EXAMINATION – AUGUST 2019**



DURATION: THREE (03) HOURS

Date: 25TH August 2019

Time: 9.30p.m. – 12.30p.m.

No. of Questions: 06

No. of Pages: 02

Instructions: Answer any Five (05) questions.
All answers should be written neatly and focused.

1. “Social science seldom, if ever, produces definitive, irrefutable laws that enable behavior to be predicted with certainty. Therefore, it is highly questionable whether organizational behavior and analysis can add much to our understanding of organizations, and making organizations more effective”.

Critically discuss this statement. Use suitable examples to elaborate your answer.

(20 marks)

2. I. “Leaders create or change an organization”. Define Leaders and Managers in an organization? What can Leaders and Managers do to promote change that helps in improving the overall effectiveness of an organization? Explain.

(10 marks)

- II. Explain the difference between “Transactional” and “Transformational” leaderships and assess the practical utility of these concepts for devising programme for leadership training?

(10 marks)

3. I. Explain why groups are able to exert such a powerful influence over the behavior of their individual members and describe the aspects of individual behavior that can be influenced by a group.

(12 marks)

- II. Describe a situation that can affect the quality of a group’s decision making and what are the ways to overcome these effects. Build an argument in support of your answers?

(08 marks)

4. I. Briefly explain the difference among Needs, Goals, Expectations, Motives and Drives and their respective roles in the process of employee motivation.

(08 marks)

- II. What do you feel on the particular strengths vs. weaknesses and advantages vs. disadvantages of content theories of motivation? Discuss with suitable example, how would you create an effective motivated team in an organization?

(12 marks)

5. I. Explain the ways in which Social Perception differs from the perceiving of simple objects. What are the implications of these differences for the accuracy of perceptions of people? Briefly explain the major factors that influence Perception Model? (10 marks)
- II. What is an attribution, what are the difference between an external and an internal attribution and explain the factors that influence whether a particular piece of behavior by a person will attract an internal or external attribution?
- Discuss with suitable examples how does attribution influence in management of an organization. (10 marks)
6. Write short note on the following.
- I. Organizational Capital
 - II. Diversity Work Group
 - III. Corporate Social Responsibility (CSR)
 - IV. Organizational Culture
- (5x4=20 marks)

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