

**THE OPEN UNIVERSITY OF SRI LANKA
FACULTY OF ENGINEERING TECHNOLOGY
BACHELOR OF INDUSTRIAL STUDIES
FINAL EXAMINATION 2011/2012**



MEM5252—ORGANIZATIONAL BEHAVIOUR AND HUMAN RESOURCES MANAGEMENT

DATE : 06th March 2012
TIME : 0930hrs – 1230hrs
DURATION : 03 Hours

INSTRUCTIONS:

- (a) Answer any five (05) questions.
- (b) All questions carry equal marks.

- 1) Kurt Lewin believes that individual behaviour is influenced by number of factors. Explain the inherited characteristics and learned characteristics, affecting individual behaviour.
- 2) Summarize the main features of the Human Relations School.
How does it differ from the Scientific Management Approach?
- 3) Discuss the sources of leadership, power and influence .Give examples of each of these main sources of power.
- 4) Discuss the practical value of the Maslow,s Hierarchy of Need Theory in motivating employees .
How does it differ from the Herzberg's Two Factor Theory of motivation?
- 5) Identify the main reasons for Job Dissatisfaction. What are the possible actions to minimize the Job Dissatisfaction?
- 6) Explain the main reasons for formation of informal groups within the formal organization. Distinguish between the formal and informal groups.
- 7) Identify the different stages of group development and maturity.
What are the factors influencing the cohesiveness of groups?