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THE OPEN UNIVERSITY OF SRI LANKA
BACHELOR OF MANAGEMENT STUDIES(HRM) HONOURS -LEVEL 6
HRU6227- EMPLOYEE MOTIVATION
FINAL EXAMINATION -2025/2026
DURATION: 03 HOURS

Date :27th June 2026

Time: 1.30P.m. to 4. 30 P.m.

No. of Questions: 06

No. of pages :01

Instructions:

- **Answer any Five (05) questions. All the questions carry equal marks.**
- **All answers should be written neatly and with a clear focus.**

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1. (a) "Define the term "Motivation" (10 Marks)
(b) Illustrate and explain the process of motivation using a suitable diagram? (10 Marks)
(Total 20 Marks)
 2. (a) Using Maslow's hierarchy of needs theory explain how different levels of needs influence human motivation (10 Marks)
(b) Explain how the above theory in question 2(a) can be used to motivate operational level employees in a medium sized garment factory. (10 Marks)
(Total 20 Marks)
 3. (a) According to the Vroom's theory, explain how Valance, Instrumentality and Expectancy (VIE) generate work motivation. (10 Marks)
(b) Explain the implications of VIE theory for the managers of a business organization. (10 Marks)
(Total 20 Marks)
 4. (a) According to the Job Characteristics model (JCM) what are the conditions necessary for internal work motivation. (10 Marks)
(b) Explain how you would design a job of a teacher in an international school providing critical psychological states identified in the JCM. (10 Marks)
(Total 20 Marks)
 5. What are the challenges do managers face when motivating employees? Explain your answer? (20 Marks)
(Total 20 Marks)
 6. Write short notes on the following.
(a) Hygiene factors
(b) Intrinsic motivation
(c) Positive reinforcement
(d) Concept of goal setting (05 x 04 = 20 Marks)

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