

**THE OPEN UNIVERSITY OF SRI LANKA
BACHELOR OF MANAGEMENT STUDIES PROGRAMME
LEVEL 03- 2004/2005
FINAL EXAMINATION 2005
SOCIAL PSYCHOLOGY OF ORGANIZATIONS –MCU 1204
DURATION: THREE (03) HOURS**



DATE: 11.02.2006

TIME: 9.30 a.m. - 12.30 p.m.

INSTRUCTIONS: ANSWER ANY FOUR (04) QUESTIONS.

01. a). What do you understand by the term “Organizational Psychology”? Explain briefly. (05 Marks)
- b). Describe the basic roots of Organizational Psychology. (10 Marks)
- c). Explain the main application areas of Organizational Psychology. (10 Marks)
02. ‘Abilities and skills are two important requirements in the recruitment process in an organization. For each job or task, the required abilities, skills, education and background will have to be determined before human resources can be selected to assign for job or task responsibilities’
- a) In the context of the above statement explain what human abilities are and describe some of the characteristics of a human ability? (25 Marks)
03. a). What do you understand by the term ‘group socialization’ ? Briefly explain. (05 Marks)
- b). Identify and describe the key stages in the process of group socialization. (20 Marks)
04. “Group cohesiveness can be both a help and a hindrance for the achievement of organizational objectives”
- Critically analyze the above statement. Use practical examples to enhance your answer. (25 Marks)

05. An attitude may be defined as “a predisposition to act in a certain way towards some aspects of one’s environment including other people”. Thus in the context of work organizations, managers are often called upon to change (attempt to change) attitudes of employees to be in line with organizational requirements. However, this is not an easy task.

a). In the context of the above statement identify and briefly describe any **three** methods of attitude change that you know of. (15 Marks)

b). What are the barriers to attitude change? Explain your answer using practical examples. (10 Marks)

06. “An understanding about the relationship between a person’s emotional state and mood and the way in which he/she will perceive a particular situation had great practical validity in managerial decision making”

Critically analyze the above statement. Use examples to elaborate your answer. (25 Marks)

07. “It may be argued that analyzing heredity and environmental conditions as determinants of an individual’s personality is a wasted effort since individuals personality is moderated by situational conditions.”

Do you agree with the above statement? Why or Why not? Justify your answer using appropriate theoretical reasoning. (25 Marks)

08. “Organizational Development (OD) is a term used to encompass a collection of planned change interventions, built on humanistic values that seek to improve organizational effectiveness, organizational culture and long run well-being of employees.”

a). What are the major dimensions of OD ? Explain (10 Marks)

b) Identify and discuss OD intervention strategies. (15 Marks)

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