

THE OPEN UNIVERSITY OF SRI LANKA
 BACHELOR OF MANAGEMENT STUDIES PROGRAMME
 LEVEL 03
 FINAL EXAMINATION 2007
 SOCIAL PSYCHOLOGY OF ORGANIZATIONS – MCU 1204
 DURATION : THREE (03) HOURS



DATE : 03.02.2007

TIME : 930 A.M – 12.30 P.M

INSTRUCTIONS

**ANSWER ANY FIVE (05) QUESTIONS INCLUDING QUESTION NO.01.
 QUESTION NO.01 IS COMPULSORY.**

01. Read the following section carefully and answer the questions that follow.

AN EXPERIMENT BY STRANGER

Two groups of school children aged between 12 and 14 were taken for the experiment. One group was from the working class whose fathers were workers and the other was from the higher sophisticated society whose fathers were either businessmen or highly placed officials. Each child in the groups was studied separately. Two pictures were shown. In the first, a Negro worker was lifting ore and in other, a strike situation was given where workers were standing in front of a closed factory gate shouting and holding placards. Each child was asked the following questions:

Is he/are they clear?

Is he/are they honest?

Is he/are they good?

Do you like to play with him/them?

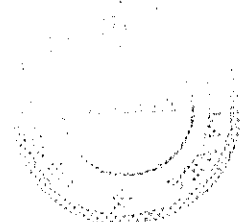
Do you like to talk with him/ them?

The favorable and affirmative replies came from the children whose fathers were workers and unfavorable and negative answers were given by the children whose fathers were either businessmen or highly placed officials.

Source: Singh et al., 1994

- (i) Explain why the above perceptions happened.
- (ii) Explain how you would use the above thinking in your approach to employees at work.

(20 marks)



02. Assume that you are the Training Manager of a garment manufacturing organization.
- (i). As a team leader how do you encourage your team and spur them to success?
(05 marks)
 - (ii) You have planned to conduct a workshop on "Roles and Relations in a Group" for your department members in order to enhance their teamwork skills. Outline your presentation and discuss the activities you hope to include there.
(15 marks)
03. Stress was regarded as a particular plague of the 20th Century and as we move through the 21st Century, stress at work is generally to be on the increase". Discuss this statement highlighting the physiological experience of stress and how it has created life threatening health problems to individuals at work.
(20 marks)
04. i. What are the key elements of an efficient conflict management system?
(08 marks)
- ii. Why do such systems often fail in the Sri Lankan context?
(08 marks)
 - iii Explain how you would solve conflicts through problem solving method
(04 marks)
05. One of major the causes for employee de-motivation is the mismatch of rewards given by managers.
- i. Explain how motivational theories could be used to overcome this issue.
(08 marks)
 - ii. Explain the relationship among motivation, job satisfaction, and performance of employees in organizations.
(07 marks)
 - iii. "Job enlargement can be a motivator for some employees". Discuss
(05 marks)
06. "Communication is a complex process by which the effective and efficient functioning of an organization is ensured"
- i. Explain why communication is needed in a business organization. (05 marks)
 - ii. What are the different flows of communication in organizations? (07 marks)
 - iii. Explain with examples how informal communication could be used for managing organizations. (08 marks)