

THE OPEN UNIVERSITY OF SRI LANKA  
BACHELOR OF MANAGEMENT STUDIES DEGREE PROGRAMME  
LEVEL 03  
ASSIGNMENT TEST EXAMINATION-2008  
SOCIAL PSYCHOLOGY OF ORGANIZATIONS – MCU 1204

DURATION: TWO (02) HOURS

DATE: 07.06.2008

TIME: 2.00 p.m – 4.00 p.m

INSTRUCTIONS

- Answer any three (03) questions including Question no 1.

1. Daniel sat down in his organizations lunchroom and a little while later Ranji, the new computer technician walked in and sat down opposite him. Daniel noticed that Ranji was eating a delicious – looking curry ‘Wow that looks good! Did your mother make that? He asked him. ‘No’ replied Ranji, ‘I made it myself. My parents are still living in India.’

‘I’ m impressed’ responded Daniel ‘you must be quite a good cook! Do you have any relatives living here with you?’

‘My sister and I came here to study a few years ago. We lived with our uncle at first, but now we rent an apartment of our own’.

‘I visited India two years ago. ‘Daniel said, tell me about the place where you lived, Ranji’.

Ranji described his home town in India and it turned out that it was one of the places that Daniel had visited, although he had only been there for one day. That temple in the middle town was truly amazing. There was some story behind its construction but I can’t remember it. How did that story go? Daniel asked Ranji.

They continued to chat while they ate their lunch.

Source; Aspire Training & Consulting Training Package.

- i. Why effective communication important to the manager?
  - ii. Outline major characteristics of informal communication.
2. Social perception involves the processes through which we seek to understand other persons. It plays a key role in social behavior and social thought. Discuss.
  3. Attitudes are evaluations of aspects of the social world. Discuss.
  4. Groups influence their members in many ways, but such effects are often produced through roles, status, norms and cohesiveness. Explain.