

**THE OPEN UNIVERSITY OF SRI LANKA  
 BACHELOR OF MANAGEMENT STUDIES  
 LEVEL 05  
 MCU 3206 – ORGANIZATIONAL BEHAVIOUR  
 FINAL EXAMINATION - 2008  
 DURATION: THREE (03) HOURS**



<b>Date: 2<sup>nd</sup> February 2008</b>	<b>Time: 1.30 p.m. – 4.30 p.m.</b>
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**INSTRUCTIONS :**

**Answer any FIVE (05) questions.**  
**All questions carry equal marks.**

1. Knowledge of organizational behaviour can help managers achieve greater levels of performance in organizations. Do you agree? Give reasons.
2. Applying any one of motivation theories of your choice (excluding Maslow's), explain how you would motivate your employees. Elaborate clearly your strategy in the given work context.
3. What is perception? Explain with suitable examples how knowledge of perception can help one in managing people effectively.
4. What do you mean by role conflict? Explain using appropriate examples how role conflict can be managed.
5. What role does communication play in organizational behaviour? Identify barriers to effective communication and give your suggestions to improve inter-group and interpersonal communication.
6. What is the primary function of a leader? Examine how contingency theory of leadership can help a manager to perform the leadership function more effectively.
7. Briefly discuss the role of groups in organizations. Explain using examples how group concept can be applied in your organization to improve performance.