

THE OPEN UNIVERSITY OF SRI LANKA  
BACHELOR OF MANAGEMENT STUDIES DEGREE PROGRAMME  
LEVEL 03  
FINAL EXAMINATION -2009  
SOCIAL PSYCHOLOGY IN ORGANIZATIONS – MCU 1204  
DURATION: THREE (03) HOURS



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DATE : 01.02.2009

TIME : 9.30 a.m -12.30 noon

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**INSTRUCTIONS**

- There are altogether six (6) questions in this paper. Answer any five (05) questions.
- All questions carry equal marks.

- (a) What is organizational psychology and explain with origins of organizational psychology. (10 marks)
  - (b) Discuss the relationship between basic psychology and organizational psychology. (10 marks)
- (a) Describe how abilities, skills background and demographic variables can influence human behavior. (10 marks)
  - (b) Describe key psychological variables that can help in the learning cycle. (10 marks)
- (a) Describe the importance of work roles in human interpersonal relations within an organization. (06 marks)
  - (b) Explain the major characteristics of mechanistic – organic systems of organization. (08 marks)
  - (c) Describe organizational structure in terms of formalization and centralization with your own example. (06 marks)
- (a) Define the term “group socialization” and explain the key stages in the process of socialization with suitable examples. (10 marks)
  - (b) Explain the key differences between formal groups and informal groups and discuss three (3) advantages of informal groups to an organization. (10 marks)
- (a) What is meant by “forms of communication” and distinguish between two basic forms; verbal and non-verbal communication. (10 marks)
  - (b) How might a manager organize the “structure of communication” in order to maximize organizational effectiveness and efficiency. (10 marks)
- (a) What is meant by “perception”? and discuss the factors that influence in perception. (10 marks)
  - (b) Critically discuss Herzberg’s two factor theory of motivation. (10 marks)