

THE OPEN UNIVERSITY OF SRI LANKA  
 BACHELOR OF MANAGEMENT STUDIES DEGREE PROGRAMME  
 LEVEL – 06  
 FINAL EXAMINATION - 2009  
 MOTIVATION AND PERFORMANCE APPRIASAL  
 IN ORGANIZATION - MCU 4211  
 DURATION: THREE (03) HOURS



DATE: 19.07.2009

TIME: 1.30pm to 4.30pm

*Answer any Five (05) questions.*

*All questions carry equal marks.*

- (1) “Individual differences must be taken into consideration in designing jobs with a view to motivating employees” Explain using relevant examples. (20 Marks)
- (2) “It is possible to drive people towards higher effort through intrinsic rewards than extrinsic rewards.”  
Do you agree with this statement? Give reasons for your answer. (20 Marks)
- (3) Assume that you are the HR manager of a company that employ over 500 people and Discuss the possible ways through which you can ensure continuous development of your company’s employees. (20 Marks)
- (4) (a) Explain why performance tend to decrease under very high levels of motivation? Explain. (10 Marks)
- (b) Analyse the implications of the Two Factors theory from the point of view of practicing managers. (10 Marks)
- (5) (a) Do appraisals really help in improving performance? Discuss using relevant example. (10 Marks)
- (b) Explain in your words how you would go about in developing a behavioral rating scale. (10 Marks)
- (6) Write short notes on any three from the followings. (20 Marks)
  - (a) ‘SMART’ Goal Setting
  - (b) Poor performance
  - (c) Maslow’s Hierarchy of Needs Theory
  - (d) Management by Objectives (MBO)