



THE OPEN UNIVERSITY OF SRI LANKA
BACHELOR OF MANAGEMENT STUDIES (BMS) DEGREE PROGRAMME - LEVEL 5
MCU 3206 – ORGANIZATIONAL BEHAVIOUR
ASSIGNMENT TEST – 2010

DURATION : TWO (02) HOURS

Date : 06th November 2010

Time : 2.00 p.m. – 4.00 p.m.

No of Questions: 05

No. of Pages: 01

Instructions : Answer **any four (04)** questions.
Answers should be clearly hand written.

1. "Organizational Behaviour is built upon a contribution from different types of behavioural disciplines". Discuss how a manager of an organization having a knowledge of the same, is benefitted to run the organization effectively and efficiently. (25 marks)
2. Compare and contrast Maslow's hierarchy of needs theory and Herzberg's two factor theory. (25 marks)
3. "The main factors influencing human behaviour can be categorized as 'inherited characteristics and 'learned characteristics' ". Discuss how learned characteristics influence human behaviour. (25 marks)
4. I. What is meant by 'job stress'? (09 marks)
II. "Managing job stress is a responsibility of individuals as well as managers". Discuss how individuals can manage their own stress level in their work place. (16 marks)
5. I. What is meant by 'personality'? (09 marks)
II. Discuss the importance of a manager having a knowledge about personality types of his/her employees of his/her organization to run it efficiently and effectively (16 marks)