

**THE OPEN UNIVERSITY OF SRI LANKA**  
**BACHELOR OF MANAGEMENT STUDIES (BMS) DEGREE PROGRAMME**  
**LEVEL IV**  
**MCU 3206 – ORGANIZATIONAL BEHAVIOUR**  
**ASSIGNMENT TEST – 2011**



**DURATION : TWO (02) HOURS**

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Date : 29.10.2011

Time : 11.00a.m. – 1.00p.m.

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No. of Questions :05

No. of Pages : 01

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

1. I. Define the term 'organizational behaviour'.  
(07 marks)  
II. Do you think it is important to study the organizational behaviour for a manager?  
Discuss why?  
(18 marks)
2. I. Explain what is meant by 'process of motivation'.  
(07 marks)  
II. Compare and contrast Maslow's hierarchy of needs theory with Herzberg's two factor theory.  
(18 marks)
3. I. Explain what it meant by 'job satisfaction'.  
(07 marks)  
II. Discuss the major factors that influence the job satisfaction of employees in a work place.  
(18 marks)
4. "It is important that managers should have a knowledge about types of personality of employees of their organizations in order to run the organization smoothly". Do you agree with this statement? Discuss.  
(25 marks)
5. I. What is meant by the concept of 'attitude'?  
(07 marks)  
II. "In the context of the modern world, managers as well as individual should have a responsibility to manage their own stress levels in the work places". Explain how individuals themselves can manage their own stress levels in work places.  
(18 marks)