

THE OPEN UNIVERSITY OF SRI LANKA
BACHELOR OF MANAGEMENT STUDIES DEGREE PROGRAMME – LEVEL 6
MCU4211 – MOTIVATION AND PERFORMANCE APPRAISAL
IN ORGANIZATIONS
FINAL EXAMINATION - 2014



DURATION: 03 HOURS

Date: 6th July 2014

Time: 9.30 a.m. to 12.30 p.m.

Instructions: ANSWER FIVE (05) QUESTIONS.

ALL ANSWERS SHOULD BE WRITTEN NEATLY AND FOCUSED.

1. What do you mean by “Motivation”? Examine Abraham Maslow’s theory of motivation showing how it may be used in a business context. Comment on the criticisms which have been made of the theory. (20 marks)
2. Identify and comment on the factors which contribute to low creativity in “Work Groups”. Discuss the techniques that managers might use to encourage work groups to be more creative. (20 marks)
3. a). What are the factors that have to be considered in using “Goal Setting” as a motivation technique? Explain with suitable examples. (10 marks)
b). Discuss the relationship between goal setting and technique of “Management by Objective” (MBO). (10 marks)
4. a). In terms of performance appraisal, how rewards can be classified? Consider the ways that companies can distribute rewards. (12 marks)
b). Compare and contrast the newer pay practices available to companies in Sri Lanka. (08 marks)
5. a). What are the characteristics of people that are important in understanding their responses to a job? (08 marks)
b). Discuss with practical examples, how these characteristics will influence the way in which employees behave towards high motivating jobs. (12marks)
6. a). “Responsibility of Human Resource Management rests with every line manager in an organization”. Explain the role of the line manager in implementing a performance appraisal. Use suitable examples to elaborate your answer. (10 marks)
b). Discuss with practical examples, the common ways in which performance standards are expressed and monitor in an organization. (10 marks)
7. Write short notes on any four of the followings
a). Poor performance.
b). Management by objective.
c). Job design.
d). Rating scale.
e). SMART goal setting.

(5x4=20 marks)

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