

**THE OPEN UNIVERSITY OF SRI LANKA**  
**BACHELOR OF MANAGEMENT STUDIES (BMS) DEGREE PROGRAMME**  
**LEVEL 5**  
**MCU 3206 – ORGANIZATIONAL BEHAVIOUR**  
**ASSIGNMENT TEST –2015 (OCTOBER) / 2016**



**DURATION :TWO (02) HOURS**

Date: 03.10.2015

Time : 10.00am - 12.00noon

No. of Questions: 05

No. of Pages: 01

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

1. "The main factors which influence the human behaviour can be categorized as 'inherited characteristics' and 'learned characteristics'".  
Describe some of the inherited characteristics which influence human behaviour. Do you believe that these characteristics can be changed or modified? Explain why.  
(25 marks)
2. I. What is meant by the term 'personality'?  
(10 marks)  
II. What are the major personality dimensions which influence peoples' behaviour in organizations? Discuss how they influence peoples' behaviour.  
(15 marks)
3. I. Explain what is meant by 'employee job satisfaction'?  
(10 marks)  
II. How would the job satisfaction of employees affect organizational effectiveness? Discuss using suitable examples.  
(15 marks)
4. "By launching a motivational programme for subordinates, a manager will be able to get them to work willingly towards achieving organizational objectives in an effective manner".  
Do you agree with this statement? Discuss why?  
(25 marks)
5. Write short notes on the following.  
I. Interpersonal behaviour  
II. Concept of learning  
III. Role conflicts  
IV. Perception  
V. Frustration  
(25 marks)

-Copyright Reserved-