

**THE OPEN UNIVERSITY OF SRI LANKA**  
**BACHELOR OF MANAGEMENT STUDIES DEGREE PROGRAMME – LEVEL 6**  
**MCU4211 – MOTIVATION AND PERFORMANCE APPRAISAL**  
**IN ORGANIZATIONS**  
**FINAL EXAMINATION – JULY 2016**



**DURATION: 03 HOURS**

**Date: 30 July 2016**

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

**Instructions: ANSWER FIVE (05) QUESTIONS.**

**ALL ANSWERS SHOULD BE WRITTEN NEATLY AND FOCUSED.**

1. "The hygiene factors lead to job dissatisfaction because of a need to avoid unpleasantness, while the motivator events lead to job satisfaction because of need for growth or self-actualization."
  - a). Discuss in detail the methodology used in two factor theory? (10 marks)
  - b). Analyze the implication of these findings from the point of view of practicing managers? (10 marks)
2.
  - a). Do you agree that the basic human needs are organized into a hierarchy of relative prepotency? Explain your answer using relevant examples. (10 marks)
  - b). What are the limitations of Maslow's Need Hierarchy Theory? Discuss these issues from your point of view. (10 marks)
3. There is considerable evidence to show that performance increases with an increase in the level of motivation. However, certain research studies have shown performance to decrease under very high levels of motivation. How do you explain the above situation? Use evidence to justify your answer. (20 marks)
4. What you meant by "Management by Objective" (MBO). Discuss the relationship between goal setting and technique of MBO. Elaborate your answer with practical examples. (20 marks)
5.
  - a). Discuss using example, the possible relationship between job attitudes and job behavior on job satisfaction (10 marks)
  - b). "A state of dissatisfaction is a necessary but not sufficient condition for performance. Elaborate your answer in the light of satisfaction and performance. (10marks)
6. We may conclude that the core job characteristic of autonomy causes the critical psychological state of experienced responsibility for outcomes of the work to increase thereby resulting in high internal work motivation. Explain the above statement using examples from a real world business organization. (20 marks)
7. Write short notes on the followings
  - a). VIE Theory
  - b). Feedback.
  - c). Performance Review Meeting.
  - d). Essay Method

(5x4=20 marks)

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