

**THE OPEN UNIVERSITY OF SRI LANKA
BACHELOR OF MANAGEMENT STUDIES DEGREE PROGRAMME – LEVEL 6
MCU4211 – MOTIVATION AND PERFORMANCE APPRAISAL
IN ORGANIZATIONS
FINAL EXAMINATION – AUGUST 2017**



DURATION: 03 HOURS

Date: 13 August 2017

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

Instructions: ANSWER FIVE (05) QUESTIONS.

ALL ANSWERS SHOULD BE WRITTEN NEATLY AND FOCUSED.

1. (a) Define motivation and describe the characteristics of motivation with suitable examples. (10 marks)
(b) How do process theories of motivation differ from content theories? Explain practical implication of theory of motivation in a business context. (10 marks)
2. The basic human needs are organized into a hierarchy of relative prepotency up to self-actualization.
Discuss in detail the methodology used in Needs Theory, and analyze the implication of these findings from the point of view of practicing managers in Sri Lankan context. (20 marks)
3. (a) What do you mean by Performance Appraisal and Performance Management? Explain with examples. (10 marks)
(b) Discuss the difficulties and challenges faced by the line manager in implementing performance management systems in Sri Lanka. (10 marks)
4. The characteristics of people are important in understanding their responses to a job, these characteristics will influence the way in which employees behave towards high motivating jobs.
Discuss with practical examples from a contemporary business environment. (20 marks)
5. a). What do you mean by Work Group and Group Performance in an organization? (08 marks)
b). Discuss the factors which contribute to low creativity and low performance in work groups. What are the techniques that managers might use to encourage work groups to be more creative and high performing? Explain (12 marks)
6. Write short notes on the followings
a). Two Factor Theory
b). Management by Objective (MBO).
c). Workforce Diversity.
d). Managing Poor Performance (5x4=20 marks)

-Copyright Reserved-