

THE OPEN UNIVERSITY OF SRI LANKA
BACHELOR OF MANAGEMENT STUDIES (BMS) DEGREE PROGRAMME
LEVEL 5
MCU 3206 – ORGANIZATIONAL BEHAVIOUR
ASSIGNMENT TEST –2017 (JANUARY)



DURATION :TWO (02) HOURS

Date: 07.01.2017

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. “Organizational Behaviour is built upon a contribution from different types of behavioural disciplines”.
Discuss how a manager of an organization having a knowledge of the same, is benefitted to run the organization efficiently and effectively.
(25 marks)
2. “Attitudes of employees can be changed”.
 - I. What is meant by employee ‘attitudes’?
(09 marks)
 - II. Discuss how can attitudes of employees be changed? Use practical examples to elaborate your answer.
(16 marks)
3. “As a member in an organization in the modern world, job stress is a common experience in work life today”.
 - I. Explain the meaning of the term ‘job stress’.
(09 marks)
 - II. Explain how an individual in a work organization, can manage their own stress levels at their work place?
(16 marks)
4. I Using suitable examples, explain the concept of ‘learning’
(09 marks)
 - II. Discuss the relationship between learning, training and behaviour modification.
(16 marks)
5. Write short notes on the following.
 - I. Inherited characteristics and learned characteristics
 - II. Job satisfaction
 - III. Personality
 - IV. The concept of frustration
 - V. Process of motivation
(25 marks)