

**THE OPEN UNIVERSITY OF SRI LANKA  
BACHELOR OF MANAGEMENT STUDIES HONOURS DEGREE PROGRAMME  
LEVEL 6  
MCU4211/MSU6411 – MOTIVATION AND PERFORMANCE APPRAISAL  
IN ORGANIZATIONS  
FINAL EXAMINATION – OCTOBER 2018**



**DURATION: 03 HOURS**

**Date: 21<sup>st</sup> October 2018**

**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 in Sri Lanka. 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 can rewards be classified? Consider the ways that companies can distribute rewards. (12 marks)
  - b). Compare and contrast the new 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 system of 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 of the followings
  - a). Poor performance.
  - b). Key Performance Indicator.
  - c). Job design.
  - d). Workforce diversity.

(5x4=20 marks)

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