

THE OPEN UNIVERSITY OF SRI LANKA
FACULTY OF ENGINEERING TECHNOLOGY
BACHELOR OF INDUSTRIAL STUDIES
FINAL EXAMINATION 2009/2010



MEM5252—ORGANIZATIONAL BEHAVIOUR AND HUMAN RESOURCES MANAGEMENT

DATE : 16th March 2010

TIME : 0930hrs – 1230hrs

DURATION : 03 Hours

INSTRUCTIONS:

- (a) Answer any five (05) questions.
- (b) All questions carry equal marks.

PART – 01

1. What do you understand by the term “Organizational Behavior”? Briefly discuss three major factors that influence human behavior in organizations.
2. Critically evaluate the contribution of the Human Relations School towards the development of Organizational Behavior.
3. Explain what is meant by Leadership Style? What are the major dimensions of Leadership Behavior? Suggest why greater attention is given to more Participative Style of Leadership.
4. Discuss the reasons for formation of Groups in work organizations? Discuss how leadership and group cohesiveness affects performance of a group?

PART – 02

5. Critically assess the practical value of Herzberg’s Two Factor Theory, in improving the motivation of managerial employees in work organizations. Support your answer with relevant examples.
6. Define “Human Resources” and “Human Resource Management”. Briefly discuss the managerial and operative functions of Human Resource Management.
7. What are the sources and indicators of Stress in an organization? Recommend possible counter measures to minimize the stress which adversely affects worker performance.
8. Outline the major steps of the Scientific Recruitment Process. Discuss the importance of the Recruitment Function in achieving the objectives of Industrial Organizations.

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