



**THE OPEN UNIVERSITY OF SRI LANKA
FACULTY OF ENGINEERING TECHNOLOGY
BACHELOR OF INDUSTRIAL STUDIES
FINAL EXAMINATION 2010/2011**

MEM5252-ORGANIZATIONAL BEHAVIOUR AND HUMAN RESOURCES MANAGEMENT
DATE : 15th March 2011
TIME : 0930hrs – 1230hrs
DURATION : 03 Hours

INSTRUCTIONS:

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

PART – 01

- 1) Discuss the major objectives of "Organization Behavior". How does this subject area contribute to the effectiveness of managers?
- 2) Explain the major assumptions of Abraham H Maslow's Need Hierarchy Model. What steps that the management can take to satisfy the needs specified in the Need Hierarchy?
- 3) Elaborate the reasons for Group Formation and identify the main stages of the process of Group Formation.
- 4) What are the major factors affecting "Job Satisfaction"? Discuss the Herzberg's views on Job Satisfaction.

PART – 02

- 5) Briefly discuss the concept of "Job Analysis" from the Human Resource Manager's point of view. What are the uses of "Job Analysis"?
- 6) What are the major functions of Human Resource Management? Discuss Briefly.
- 7) Justify the need of Human Resource Planning for an organization. Explain the major steps of Human Resource Planning.

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