THE OPEN UNIVERSITY OF SRI LANKA
BACHELOR OF MANAGEMENT STUDIES HONOURS -LEVEL 6
MCU4211/HRU6411- MOTIVATION AND PERFORMANCE APPRAISAL IN ORGANIZATIONS
FINAL EXAMINATION -2025/2026
DURATION: 03 HOURS

Date :14th June 2025 **Time: 1.30P.m. to 4. 30 P.m.**

No. of Questions: 06 **No. of pages :02**

INSTRUCTIONS:

- **Answer any Five (05) questions**
- All **answers should be** written **neatly and with a clear focus**

1.

a) "According to the two-factor theory of motivation, dissatisfiers (hygiene factors) are related to the job context while satisfiers (motivators) are related to the job content." What does this statement mean? (10 Marks)

b) Do you agree with this statement? Explain your answer. (10 Marks)
(Total 20 Marks)

2.

a) Why does performance decrease under high levels of performance? (10 Marks)

b) "Elaborate your answer to the question No. 2 (a). (10 Marks)
(Total 20 Marks)

3.

a) What are the five levels of needs of Maslow's need hierarchy theory? (10 Marks)

b) Explain these needs? (10 Marks)
(Total 20 Marks)

4.

a) Explain the Management by Objectives (MBO) method of performance appraisal. (10 Marks)

b) Briefly explain the benefits of performance appraisal to a business organization. (10 Marks)
(Total 20 Marks)

5.

a) According to the "job characteristics model", what are the Core job Characteristics? (10 Marks)

b) Briefly explain each of these core Job characteristics. (10 Marks)
(Total 20 Marks)

6. Write short notes on the following.

a) Valance
b) 360-degree appraisal method
c) Intrinsic motivation
d) Workforce diversity

(05*04= 20 Marks)

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